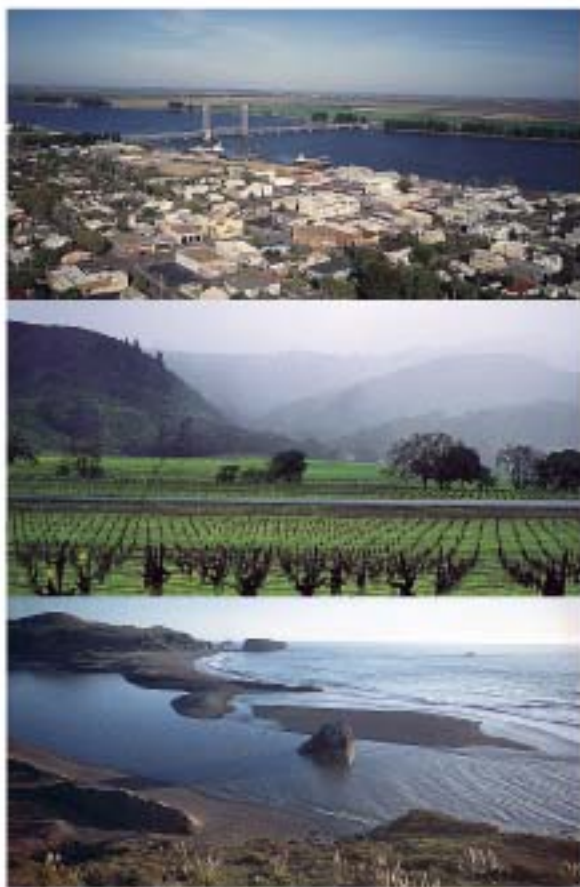


Occupational Outlook & Training Directory



NORTH BAY COUNTIES

2001 • 2002

Occupational Outlook & Training Directory

North Bay Counties (Marin, Napa, Solano and Sonoma)

2001-2002

This publication is a product of the California Cooperative Occupational Information System and is sponsored by the North Bay Employment Connection and its consortium partners. The CCOIS program is administered by the State of California Employment Development Department, Labor Market Information Division in cooperation with the California Occupational Information Coordinating Committee [<http://www.soicc.ca.gov/>].

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Introduction

Welcome to the 2001-2002 Occupational Outlook and Training Directory for the North Bay Counties (Marin, Napa, Solano, and Sonoma). This annually updated publication is a product of the California Cooperative Occupational Information System (CCOIS), which is administered locally by the North Bay Employment Connection (NBEC).

The CCOIS is a statewide program that produces local labor market information. The local specificity of the information is what makes the CCOIS program both unique and valuable.

At the state level, the program is administered by the California Employment Development Department's Labor Market Information Division (LMID) and is sponsored by the California Occupational Information Coordinating Committee (COICC) and its nine state agency members.

This publication is like two-books-in-one. The first part is a series of 78 occupational profiles and the second part is a comprehensive directory of the region's education and training providers.

Common Questions

How do I get my own copy of this book?

How can we obtain multiple copies?

Please contact the NBEC Partner agency in your area (see the acknowledgements page), or call the NBEC office at 707-259-8764.

Who should I talk to if I have technical questions?

Contact the Workforce Information Group, 916-985-3330.

Is the information in this publication on the Internet?

Yes, see the Workforce Information Group website at <http://www.work-info.com/> to download an electronic "pdf" version of this publication, or see the NBEC website at <http://www.northbayemployment.org/> to link to a website version of this publication.

Where can I find out about this type of publication in other labor market areas?

To find out who produces *CCOIS Occupational Outlook* publications in any specific California County, contact the EDD Labor Market Information Division at 916-262-2353 or see the CCOIS website at <http://www.calmis.cahwnet.gov/htmlfile/ccois/intro.htm>

Where can I find out about other occupation, training, and career resources?

See the *Guide to Labor Market Information* on the Skill Matrix Network website at <http://www.skillmatrixnetwork.com/>

Where can I find local demographic or other economic data?

See the EDD Labor Market Information Division website at <http://www.calmis.cahwnet.gov/>
Also see *California County Profiles* produced by the California Department of Finance at http://www.dof.ca.gov/html/fs_data/profiles/pf_home.htm

About the Occupational Profiles

The occupational profiles in this resource directory are summaries of descriptive and statistical occupational information primarily based on data collected through confidential surveys with local employers. The four-page occupational profiles are in alphabetical order by occupation title. Each profile follows a consistent format for presenting more than 50 data elements for each occupation, as well as information on additional related occupations. Information for the first two pages include: occupation title and definition; wages and benefits; employer requirements; employment trends; and important knowledge, skills and abilities. The third page includes information on career paths and occupations with similar skills. The fourth page includes “career dialogue” –a summary of an interview with an individual who works in the subject career field and enjoys his/her job.

The occupations profiled in this directory were selected for study based on a variety of criteria, including the needs and interests of local career and workforce development professionals. Therefore, these profiles do not constitute a list of “hot jobs” or “demand occupations.” However, this publication can be used to identify occupations that meet certain criteria, including median wages, level of education, outlook for job seekers, number of existing jobs, number of projected new jobs, growth rates, and career path.

Each occupational profile has a date that indicates the year in which the data was collected, the number of employers who participated in the survey, and the total number of workers they employ in the survey occupation. Typically, about 15-20 surveys are completed per occupation. Nevertheless, as with all survey-based information, users should note that labor market information reflects a “snapshot in time.” As a general rule, we find that the information in an occupational profile is fairly reliable for 3-5 years. However, what may be accurate today may or may not be accurate in four weeks or four years, depending on the unexpected changes and trends affecting the occupation, its workers, and its employing industries. Please read the section, *Using the Occupational Profiles*, which includes a description of CCOIS research methodology, as well as tips on how to use and interpret the occupational information presented in this directory.

About the Regional Training Directory

The purpose of the regional training directory is to provide basic information about education and training providers that have programs designed to prepare persons for entry into one or more specific occupations. This includes certificate and degree programs offered through adult education schools, apprenticeship programs, community colleges, private schools and colleges, regional occupational programs, and public universities.

The training directory is organized by provider name. Included in the profile for each provider is location and contact information, accreditation, information on services provided, a listing of degrees/programs offered, and detailed information on each certificate program offered. Certificate program information includes occupational objective, program cost, program length, and program entry requirements.

There are two primary methods for finding the information you need in the training directory. One is to search by provider name, either by paging through the alpha-organized directory or by using the provider name listing in the Table of Contents. The other method is to search by occupation to see what providers have related programs. This can be done by using the *Occupation-Training Index* in the back of this publication.

A reasonable attempt is made to completely update the training directory each year due to the constantly changing nature of the education, training, and workforce development community and the programs they offer. However, some education and training providers are not responsive to our requests for updated information, and, sometimes, the information that is provided is not accurate. For these reasons, we urge you to contact the providers directly to verify information before making important career or planning decisions. Also, while the training directory is comprehensive, it is not designed to include information on all sources of training, education, or social services, nor is it intended to replace the catalogs that may be available from the providers themselves.

The following offers a brief description of each of the six major training sectors that, together, provide almost all of the certificate and degree programs designed to prepare a person for entry into a new occupation or career:

Adult Education Schools are public schools for adults that generally offer a variety of basic education classes, literacy programs, continuing education classes, as well as vocational/technical training. Most also offer a General Education Diploma, or GED (the equivalent of a high school diploma) -an important credential for job seekers who did not graduate from high school and who don't have any postsecondary education or training. Vocational/technical certificate programs are generally very affordable and rarely more than one year in length. The short duration of some vocational training programs, however, sometimes leads to a need for more advanced training offered through a formal apprenticeship, a community college program, or a private vocational school.

Apprenticeships are formal on-the-job training programs typically funded and administered by labor and/or business organizations and are regulated by the Department of Industrial Relations, Division of Apprenticeship Standards. The DAS administers California apprenticeship laws and enforces standards for wages, hours, working conditions, and the specific skills required for state certification as a journey-level worker in an occupation. Apprentices earn a training wage while learning their trade, generally through a combination of on-the-job training and formal classroom instruction.

Community Colleges are public colleges for adults that generally offer remedial, basic, and advanced college-level courses, continuing education courses, vocational/technical certificate programs, and associate degrees. California has the largest system of community colleges in the world, serving about 1.4 million students. Community colleges offer an important opportunity for students planning to transfer to four-year colleges after they have completed up to two years of community college work towards a bachelor's degree. Approximately 56 percent of community college students are women, and almost 80 percent work and attend classes at the same time. For those who work during the day, community colleges usually offer a broad range of evening classes. Increasingly, community colleges are offering accelerated programs to serve those individuals whose primary interest is to quickly develop or upgrade their job skills. California residents pay \$11 per unit, plus the cost of books and supplies.

Private Schools, Colleges and Universities are education and training providers that come in all shapes and sizes. Some are small, some are large, some are for-profit, and some are non-profit. Some offer advanced degrees – law schools, for example – and some offer short-term certificate training for occupations like janitor, cashier, and child care worker. Some offer continuing education courses, skills upgrade training, and hobby/personal interest classes. Some offer no certificates or degrees at all –e.g., license prep, exam prep, job search prep, or ESL. Private schools included in this directory are those that offer certificate or degree programs that prepare persons for entry into one or more specific occupations. These providers are regulated in California by the Bureau for Private Postsecondary and Vocational Education (BPPVE). The BPPVE, however, does not have the resources to verify all the job placement rates sometimes used to market the programs offered by private schools. Since these placement rates are often not reliable – or comparable with those reported by public schools – it is a good idea not to rely too heavily on them in the career planning/decision-making process. Credit or units obtained through a private institution may or may not be transferable to a public college or university. Therefore, if you plan to eventually attend or transfer to a public college or university, you should consult a college or university counselor to discuss your plan and the issue of transferability. The cost of attending a private school program is almost always higher than a comparable program through a public school. However, private schools compete by offering programs that are in demand, or that can be completed in a shorter period of time.

Regional Occupational Programs are vocational and technical training programs offered by public schools to high school students (16 or older) and adults. High school students are usually given the first opportunity for enrollment. However, if openings exist, adults may enroll on a first-come, first-served basis. Certificate programs offered through ROP are generally very affordable and rarely more than one year in length. The short duration of some vocational training programs, however, sometimes leads to a need for more advanced training offered through a formal apprenticeship, a community college program, or a private vocational school.

Universities are public educational institutions, including those of the California State University and University of California systems. Both types of institutions offer a variety of undergraduate and/or graduate degrees, and certificate programs that are usually offered through their extended/continuing education programs. Graduate degrees at UC institutions include a variety of doctoral degrees, including law and medical schools. The cost of attending varies depending on the college or university attended. A full-time undergraduate student attending a CSU campus can expect to pay about \$2,000 in basic tuition for a typical nine-month academic year. The cost of attending a UC campus is generally about twice the cost of attending a CSU campus. Additional fees, books, and supplies for a CSU campus or a UC campus average about \$1,000/year.

Please note that the organizations responsible for the production of this directory do not necessarily endorse or recommend any particular training providers or programs.

Using the Occupational Profiles

The information in an occupational profile is based largely on a summary of survey data collected from local employers through the California Cooperative Occupational Information System (CCOIS). The data is summarized for three reasons: one, to make the information as easy to use as possible; two, to make the information more reliable (than anecdotal information); and three, to protect the confidentiality of the information provided by employers. The summarized survey information is typically listed in descending order of importance or frequency, using key terms. For example, if survey data indicates that 75 percent of employers provide medical insurance, and 60 percent provide a paid vacation, the information would be presented as: *Most employers provide medical insurance and a paid vacation.* However, if only 50 percent provide a paid vacation, the information would be presented as: *Most employers provide medical insurance. Many provide a paid vacation.*

Note:

- *Familiarize yourself with the “key terms” listed below. These terms are used throughout the occupational profiles to describe the summarized survey information (e.g. Most employers this... many employers that... some...).*

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)

Occupation Titles and Definitions

Unless otherwise noted, occupation titles and definitions at the top of each profile are based on a CCOIS version of the Occupational Employment Statistics (OES) classification system developed originally by the U.S. Department of Labor. This classification system groups all jobs in the labor market into approximately 700 occupations and is closely matched to other sources of occupational data at the state and national levels. However, like any occupational classification system, some occupation titles and definitions are out-of-date, archaic, or, at the very least, confusing. For example, a profile of forklift operators (a common job title) would be titled Industrial Truck and Tractor Operators according to the OES classification system. And a profile of computer service technicians (a common job title) would be titled Data Processing Equipment Repairers. Part of the challenge in using occupational information is being able to find the **occupation title** when one is thinking in terms of a **job title**.

While the use of a standardized classification system has its limitations, it also provides some significant advantages over using Ad-Hoc occupational definitions that may appear to be more cutting-edge. For one, the data is more comparable from region to region and from occupation to occupation. Another advantage is that the data can be aggregated (or disaggregated) and data from other standardized sources can be used to supplement or validate the local survey data.

Occupational definitions not identified with a 6-digit OES code usually reflect an attempt to survey an occupation that the OES classification system either does not identify or does not define adequately. Because of the lack of directly comparable data from other sources (such as employment projections), these “Non-OES” occupational surveys sometimes lack the reliability and/or the comprehensive quality of a standard OES occupational survey.

Wages and Benefits

Wages included in this report are those paid by the local employers participating in the survey for employees at three levels of experience. The report does not include extreme wages. Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision. The wage information is presented as a tool for evaluating and comparing the potential earnings of one occupation with another, and is not intended to represent official prevailing wages.

Benefit information indicates the extent to which surveyed employers make available medical insurance and other benefits to full-time employees. A statement pertaining to benefits for part-time employees is included if part-time employment is significant.

A summary of the weekly hours worked by most employees in the occupation is included based on the local employers surveyed.

Training, Experience, and Other Requirements

The information in this section of the profile includes: license or certification requirements (if any); formal education levels required by employers; prior experience requirements; training requirements or preferences; and other important skills, if any, reported by the surveyed employers.

Note:

- *Employer educational requirements are shown as the employers have reported them. These educational levels are not always essential for the performance of job duties.*
- *Employer experience requirements are often flexible, with many employers willing to substitute training for experience. Small employers, in particular, are often willing to waive requirements if they believe they have the “right” applicant.*

Supply/Demand Assessment

Indicates the degree of difficulty employers have in finding applicants who meet their qualifications and, in turn, the employment outlook for job seekers. Employer responses to the supply-demand question are weighted by the number of employees in the occupation for each employer. Note that the supply-demand assessment does not take into account other employment opportunity indicators, such as potential wages or occupational size, growth, and separations. Also included in the supply and demand statement is an estimate of the annual turnover due to worker replacement needs and promotions.

Note:

- *A “Competitive Outlook” for job seekers is not necessarily a bad thing, especially if the applicant possesses the desired skills and is well prepared for the job search process. However, a “Very Competitive Outlook” may indicate a significant oversupply of qualified job seekers and, therefore, limited employment opportunities.*
- *Although high turnover does not necessarily indicate a good outlook for job seekers, it does suggest a greater degree of hiring activity. Occupations with high turnover, however, are often those that do not provide long-term or satisfying employment.*

Size of Occupation

Four terms (small, medium, large, and very large) are used to describe the relative size of each occupation within the local survey area. The sizes that these terms represent vary from area to area and from year to year as the size of the overall labor force changes. A numeric range is also provided to give a more specific estimate of the employment in the occupation. Also included is the approximate percentage of female employment in the occupation based on surveys with local employers, in addition to the approximate percentage of union jobs (if applicable.)

Employment Trends

Projections indicate the estimated growth rate for each occupation relative to the annual average rate of growth for all occupations (based on the most recent employment projections available at the time of the survey). Also included is the projected number of annual job openings due to a net increase in occupation size and due to labor force separations (workers retiring or leaving the occupation). The growth rate terms are defined as:

- Much Faster than Average = 1.5 times the average or more
- Faster than Average = 1.10 to 1.49 times the average
- Average = .90 to 1.09 times the average
- Slower than Average = .01 to .89 times the average

Note:

- *Projections of Size, Growth and Separations are statistical “estimates” prepared by the Employment Development Department’s Labor Market Information Division using occupational staffing and industry forecast data. Over the years, we have found that most occupational employment projections are reasonably accurate. However, they can also be far from accurate on occasion. We welcome input from informed users regarding industry trends that may contribute to the development of more reliable projections in the future.*

Employment trends also include a nationwide outlook statement based on an analysis by the U.S. Department of Labor.

Other Information

Where the Jobs Are: Describes the major employing industries for the occupation. Also included is an estimate of self-employment in the occupation.

Methods Used to Fill Job Openings: Indicates the most successful recruitment or hiring methods, based on surveys with local employers.

Important Knowledge, Skills, and Abilities Indicates the skills and other qualifications that are important to perform the duties for a given occupation. Unless otherwise noted, the source of this information is the O*NET Database, version 3.0. O*NET (the Occupational information Network) is an occupational classification system and database developed by the U.S. Department of Labor as a replacement for the Dictionary of Occupational Titles (DOT). The importance level ratings for these occupational qualifications are based on O*NET's 1-5 sliding scale that reflects a survey response range of "Not Important" to "Extremely Important" -as rated by incumbent workers or subject matter experts. Users of O*NET OnLine (<http://online.onetcenter.org/>) may notice that the O*NET website application converts the 1-5 rating scale for *importance* and the 1-7 rating scale for *level* to a 1-100 range for consistent presentation purposes. Please contact the Workforce Information Group at 916-985-3330 with any questions regarding the O*NET Database.

Career Path

Describes one or more possible career paths for workers in the occupation who acquire the necessary skills and education to be promoted to higher-level occupations, or to positions of greater responsibility. The career path is defined by the use of common job titles. When a job title also matches reasonably well with an occupation title, then an O*NET occupation title is also provided, along with the typical education level and wage information. Sources for the career path information include local CCOIS surveys and various sources from the U.S. Department of Labor, including the Occupational Outlook Handbook. Typical education levels are from the Skill Matrix Network (www.skillmatrixnetwork.com). Wage data published by the California Employment Development Department are used to provide the mean hourly wages, or, in the case of a few occupations (such as teachers), the mean annual wage.

For 2001, we took steps to strengthen our career ladder material and its presentation. The linear career path chart (used in last year's publication) was replaced with a four-column table that would – more accurately – resemble a career lattice. The first column is for the entry level occupation(s); the second column is for the mid-level occupation(s); the third column is for the advanced level occupation(s); and the fourth column is for other career options (such as executive management, self-employment, etc). The lattice implies what is often the case; namely, that people may start at an entry level job or occupation, but they don't always move in a straight line from left to right, or from bottom to top.

Occupations with Similar Skills

This listing of occupations reflect those occupations that most closely match the important knowledge, skills, and abilities of the subject occupation. The data source used for this comparison is the Skill Matrix Network database which measures 120 knowledge, skills, and abilities across 903 different occupations for comparison purposes. Wage data published by the California Employment Development Department are used to provide the mean hourly wage information. (Note that, for a few occupations, hourly wage information is not available; in those cases, an hourly wage was calculated by taking the mean annual wage and dividing it by 2000 annual work hours.) As with the Career Path information, the source for the typical education levels is the Skill Matrix Network. (Tip: one often-used acronym is "OJT," which stands for "on-the-job training." OJT is typically hands-on training that occurs at the worksite and is provided by the employer as part of "learning the job.")

Career Dialogue

Includes a summary of an interview with an individual who works in the subject career field and enjoys his/her job. Career dialogue material is provided as "interesting" supplemental information only, and is not intended to be representative or statistically valid.

CCOIS Program Description/Methodology

The California Cooperative Occupational Information System (CCOIS) is a statewide program with over 30 local projects to conduct local occupational research and to publish annual Occupational Outlook publications. EDD's Labor Market Information Division administers the program at the state level. The LMID then contracts with "Local Partners" to operate the individual projects. The LPs are typically local workforce investment boards.

LMID determines the research methods and standards, provides technical support, allocates a majority of the funding required to operate the programs, and monitors the work performed by the LPs. The LPs select the occupations to be studied, conduct the research, process and analyze the data, and produce and distribute the annual publication.

The following is an outline of the CCOIS occupational survey process. For more specific information on survey methodology, call the Workforce Information Group at 916-985-3330.

CCOIS Program Cycle

- LMID develops occupational employment projections
- Occupations are proposed and selected for study
- Survey samples are developed and refined (samples are stratified by industry and employer size)
- Survey questionnaires are prepared for each occupation
- Confidential surveys are conducted with local employers
- Survey data is reviewed, clarified (when necessary), and entered into a secure computer database
- Data is tabulated, analyzed, summarized, and reviewed
- Annual *Occupational Outlook* publications are produced and distributed

Occupation Selection and Definition

There are a variety of criteria used to help select the occupations to be surveyed each year. However, the primary objective is to survey occupations that are of most interest to the users in the local community within the limitations of a standardized research program. As a result, CCOIS occupational studies tend to focus on larger or commonly known occupations, rather than on smaller or highly specialized occupations. The following criteria is used by the LPs to help prioritize possible survey occupations:

- The occupation should be adequately defined by the OES classification system used in the CCOIS program
- The occupation should have a substantial employment base
- There should be a substantial number of projected job openings
- The potential salary level should be adequate so as to avoid the need for public assistance
- The occupation should be of interest to local program planners or training providers
- The occupations should vary enough so that certain employers won't be overburdened with survey requests

Survey Sample Design

After the occupations are selected for study, a survey sample of local employers is developed for each occupation. Since LPs don't usually survey all possible employers in the local "universe," a considerable amount of time is invested to ensure that the survey samples are representative of the overall employment for the occupation. For each occupation studied, a sample of 30-40 employers is designed to include all major employing industries for each survey occupation. In addition, the number of employees for each employer is considered to ensure that the sample represents the employers most likely to provide future employment. For most occupations, the largest employers will be surveyed more often than the smaller employers. However, for some occupations, smaller employers may be more appropriate. Initially, the samples are developed by LMID staff using detailed databases on employers and information on occupational employment within industries. The draft sample of employers for each of the survey occupations is then carefully reviewed and edited by the LP. Employers are added and deleted, as appropriate, to maintain the sample size of 30-40 employers per occupation. For those occupations with less than 30 local employers, the LP will survey the universe (all possible survey participants).

Questionnaire Development

A three-page employer survey questionnaire with a list of standardized questions is prepared for each survey occupation. See the sample CCOIS questionnaire in the appendix of this report.

Employer Survey Procedures

Employer representatives are identified and contacted by the LP by telephone and are asked to participate in the survey, either by phone, fax, or mail. To encourage participation from the highest possible percentage of employers, they are assured that any information they provide will be kept strictly confidential and that any information published will be prepared in summary form and will not identify any specific employers who participate in the survey. The appropriate survey respondent is generally a person responsible for the hiring of personnel in the survey occupation. Completed and/or returned questionnaires are reviewed and checked for consistency and completeness. Unclear or inconsistent responses are clarified through follow-up phone calls to the survey respondents. In a standard employer sample of 30-40 potential respondents, the LP's response goal is to collect at least 15 fully completed questionnaires. The smaller the sample size, the greater the response rate required. The LP must also meet or exceed industry representation goals to ensure that the summarized data will represent all major employing industries.

Data Entry, Tabulation, and Summary

Reviewed and clarified survey responses are entered into the secure CCOIS computer database and survey response tabulations are prepared to be used in the data analysis process. From those tabulations, the data is analyzed by the LPs and draft occupational profiles are prepared. The draft profiles and other report materials are then reviewed by LMID analysts. Following the review and editing process, an Occupational Outlook publication is produced and distributed to key organizations in the local area -e.g. schools, career centers, libraries, employment and training agencies, participating employers, training providers, etc.

Occupational Profiles

Accountants and Auditors

Includes certified public accountants (CPAs).

Accountants and Auditors examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data (OES 211140).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$11.51 - \$16.78/hr	\$14.50/hr
New Hires/Exp'd:	\$10.50 - \$25.23/hr	\$15.34/hr
Exp'd/After 3 Years:	\$12.00 - \$33.84/hr	\$18.22/hr

Hours: Most jobs are 38-60 hours per week. Some jobs are 6-34 hours per week.

Benefits: EMPLOYER PAID: Most employers provide medical insurance. Almost all provide a vacation and sick leave. Some also provide vision insurance, dental insurance, a retirement plan, life insurance, and child care benefits. SHARED COST: Some employers provide medical insurance. Many provide a retirement plan. Some also provide dental insurance. For part-time employees: Some employers provide medical insurance. Many provide a vacation. Some also provide sick leave, dental insurance, vision insurance, and a retirement plan.

Training, Experience, and Other Requirements

License:	Not required, except for individuals who want to be licensed as certified public accountants (CPAs); contact the State Board of Accountancy at 916-263-3680 for licensing information.
Education:	Many employers require a bachelor degree for job entry. Some are willing to accept an associate degree.
Experience:	Most employers require 6-60 months of prior experience. Some employers are willing to accept training as a substitute for experience.
Training:	Almost all employers report that spreadsheet skills are important. Most also report that word processing skills are important. Some report that database skills are important. Refer to Accountants and Auditors in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a **good outlook** for job seekers without prior experience, and a **very good outlook** for those who are fully experienced. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Very large. There are approximately 2,810 - 3,430 accountants and auditors currently employed in the North Bay Counties. Local surveys indicate about 55% are female.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2004. About 55-65 job openings are projected per year due to a net increase in occupation size. About 50-60 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of accountants and auditors is expected to grow about as fast as the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: In a wide variety of industries, with about 1 in 4 employed by accounting, auditing and bookkeeping firms, and government agencies. Nationally, about 10% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements and/or fill openings by hiring employee referrals. Many also recruit applicants through internet job listings. Some fill openings by hiring referrals from employment agencies and/or colleges and universities.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (5.00)
 - Knowledge of economic and accounting principles and practices, the financial markets, banking, and the analysis and reporting of financial data (5.00)
 - Knowledge of principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods (3.83)
- Skills:**
- Using mathematics to solve problems (5.00)
 - Understanding written sentences and paragraphs in work related documents (4.83)
 - Determining how money will be spent to get the work done, and accounting for these expenditures (4.83)
- Abilities:**
- The ability to add, subtract, multiply, or divide quickly and correctly (4.00)
 - The ability to understand and organize a problem and then to select a mathematical method or formula to solve the problem (3.80)
 - The ability to see details of objects at a close range (within a few feet of the observer) (3.80)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

*Source: O*NET Database version 3.0*

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey CCOIS survey data collected in 2000: 15 employers surveyed representing 80 employees in this occupation.

Career Path: Accountants and Auditors

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Account Clerk Bookkeeping, Accounting, and Auditing Clerks Moderate-term OJT \$15.31/hr	Accountant Bachelor degree \$25.71/hr	Certified Public Accountant	Partner
Bookkeeper Bookkeeping, Accounting, and Auditing Clerks Moderate-term OJT \$15.31/hr	Auditor Bachelor degree \$25.71/hr	Accounting/Financial Manager Financial Managers, Branch or Dept. Bachelor + work exp \$39.50/hr	Chief Financial Officer

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Executive Secretaries and Administrative Assistants	Work experience	\$18.05
Industrial Engineering Technicians	Associate degree	\$23.62
Title Examiners and Abstractors	Moderate-term OJT	\$23.85
Accountants	Bachelor degree	\$25.71
Auditors	Bachelor degree	\$25.71
Budget Analysts	Bachelor degree	\$27.25
Technical Writers	Bachelor degree	\$28.66
Statisticians	Bachelor degree	\$32.57
Operations Research Analysts	Masters degree	\$35.32
Sales Agents, Securities and Commodities	Bachelor degree	\$35.79
Actuaries	Bachelor degree	\$39.71

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Manny Carbahal

What is your job title?

I'm a certified public accountant.

What kind of work do you do?

I am in charge of managing the firm and I also deal with tax issues for clients.

What are the things that attracted you to this type of work?

I was going to college when we were in the middle of a recession. Originally, I went to school to become an engineer. I was talking to a few friends in the engineering field but they were saying that it was kind of soft. Other people were saying, "Well, you know, accountants always have a job!" So to be honest, I took an accounting course, did very well, and decided to pursue that as a profession.

What kind of things do you do at work (skills)?

I do a lot of different things. I'm a partner with the firm, so I have to have strong interpersonal skills to work with employees as well as when I deal with clients. I'm pretty much a number cruncher and a tax expert. I consult with clients on tax compliance issues as well as tax planning to try to minimize the tax impact of the business and personal decisions that clients make.

If you were starting over to be an Accountant, knowing what you know now, how would you better prepare yourself?

I think that if I were starting off in the profession now, I would maybe split my emphasis between financial planning, income tax, and state tax. Those are probably the three areas that would have the most growth potential and are also areas where you can really help people.

What keeps you wanting to do this type of work?

I like my clients, so I truly enjoy working with them. The financial rewards are good, too. I can't think of anything else I'd rather do.

What qualities make an exceptional Accountant?

Believe it or not, a dynamic personality actually helps because the stereotypical accountant is basically a nerd. I think it really helps being able to work and communicate with people as well as having an in-depth knowledge of your subject area as well. Personality helps in this profession. It separates you from the "bean counters".

Automotive Body and Related Repairers

Includes auto body technicians, bodymen, and painters.

Automotive Body and Related Repairers repair, repaint, and refinish automotive vehicle bodies, straighten vehicle frames, and replace damaged vehicle glass (OES 853050).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$ 9.59 - \$15.00/hr	\$11.50/hr
New Hires/Exp'd:	\$16.00 - \$25.00/hr	\$21.00/hr
Exp'd/After 3 Years:	\$18.60 - \$28.00/hr	\$25.00/hr

Many auto body repairers may also receive bonuses.

Hours: Almost all jobs are 40-43 hours per week.

Benefits:	Paid by:	Employer		Shared		Employee	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance		■■■■■	—	■■	—	□	—
Dental Insurance		■■■■	—	■	—	■	—
Vision Insurance		■■■	—	■	—	□	—
Life Insurance		■■	—	□	—	■	—
Sick Leave		■■■	—	□	—	□	—
Vacation		■■■■■	—	□	—	□	—
Retirement		■■	—	■■■	—	■	—
Child Care		□	—	□	—	□	—

■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Many employers require a high school diploma or equivalent for job entry. Many others are willing to accept less than a high school level education.

Experience: Most employers require 1-5 years of prior experience. Some employers are willing to accept 1-2 years of training as a substitute for experience.

Training: Some employers may require ASE or I-CAR certification. Vocational training programs are available, but do not necessarily eliminate the need for apprenticeship or on-the-job training. Refer to Auto Body Repairers in the Occupation-Training Index for information on related training programs.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2001: 15 employers surveyed representing 246 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Medium. There are approximately 965 - 1,180 automotive body repairers currently employed in the North Bay Counties. Local surveys indicate about 5% are female.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2004. About 25-30 job openings are projected per year due to a net increase in occupation size. About 30-35 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of automotive body repairers is expected to increase about as fast as the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Auto body repair shops and auto dealerships with in-house body repair shops. Nationally, about 13% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring employee referrals and/or by hiring unsolicited applicants. Some recruit applicants through word-of-mouth.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (3.60)
 - Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (3.00)
 - Knowledge of materials, methods, and the appropriate tools to construct objects, structures, and buildings (2.80)
- Skills:**
- Repairing machines or systems using the needed tools (4.83)
 - Inspecting and evaluating the quality of products (4.83)
 - Installing equipment, machines, wiring, or programs to meet specifications (4.66)
- Abilities:**
- The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (4.00)
 - The ability to coordinate movements of two or more limbs together (for example, two arms, two legs, or one leg and one arm) while sitting, standing, or lying down. It does not involve performing the activities while the body is in motion (3.80)
 - The ability to correctly follow a given rule or set of rules in order to arrange things or actions in a certain order. The things or actions can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations (3.80)

Career Path for Automotive Body Repairers

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Apprentice/Helper Helpers--Installation, Maintenance, and Repair Workers Short-term OJT \$11.57/hr	Auto Body Technician Automotive Body and Related Repairers Long-term OJT \$16.79/hr	Foreman or Supervisor First-Line Supervisors/Managers of Mechanics, Installers, and Repairers Work experience \$25.88/hr	Shop Manager or Owner
Detailer Cleaners of Vehicles and Equipment Short-term OJT \$8.14/hr	Painter Painters, Transportation Equipment Long-term OJT \$18.35/hr	Service Writer Cost Estimators Bachelor + work exp \$27.41/hr	Appraisers Insurance Appraisers, Auto Damage Moderate-term OJT \$22.31/hr
Paint-Prep Worker Helpers--Painters, Paperhangers, Plasterers, and Stucco Masons Short-term OJT \$11.04/hr			

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Engine and Other Machine Assemblers	Work experience	\$12.79
Press and Press Brake Machine Setters and Set-Up Operators, Metal and Plastic	Moderate-term OJT	\$11.82
Combination Machine Tool Setters and Set-Up Operators, Metal and Plastic	Moderate-term OJT	\$11.88
Farm Equipment Mechanics	Long-term OJT	\$14.41
Cement Masons and Concrete Finishers	Long-term OJT	\$16.22
Terrazzo Workers and Finishers	Long-term OJT	\$15.63
Electric Motor and Switch Assemblers and Repairers	Post-secondary training	\$20.00
Automotive Body and Related Repairers	Long-term OJT	\$16.79
Riggers	Long-term OJT	\$18.78
Mechanical Door Repairers	Long-term OJT	\$17.30
Electric Meter Installers and Repairers	Long-term OJT	\$22.41

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Oscar Llamas

What are some of the job titles you've held previously in this career field?

I have worked in vehicle preparation, which included cleaning, masking, and taping. I have also painted and done panel repair; pretty much anything to do with repairing a vehicle body.

What kind of work do you do in your current job and what do you do in a typical day?

I am the owner of my shop so I pretty much do it all. Specifically, I order parts and supplies, prepare written estimates, manage my crews and set their priorities, speak with customers, inspect the finished work before delivery, and make sure the customer is happy with our work.

What was it that attracted you to this work?

When I was in high school I was in an auto accident. I was responsible for paying for the damage. When I saw how much it would cost to repair some minor damage I figured this was a good job to make some money. I was able to acquire some solid skills at a vocational school while working for a shop. And now, I own my own shop.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

Someone needs to have a real desire to do this kind of work. They need to be willing to put in the effort to get good at what they do. Reliability is important, not only in terms of quality of work, but also to know that person is going to be on the job when they are supposed to. Communications is important in the respect of knowing what the customer's expectation is. A person should also have a good aptitude to work with a variety of tools.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

Some high schools have some basic classes, and this would be a good starting point to help a person decide if they like to work with cars. There are some very good vocational schools that focus on auto body repair. They usually have some sort of job placement for the top students. The program that I went through had me in class in the morning, and then working in an actual shop in the afternoon. I really think that you need to have discipline and commitment in order to succeed in these programs. The same goes for on the job. To be good, you need to be reliable, disciplined and be committed to your work.

What is it that keeps you wanting to do this kind of work?

I really enjoy working on cars, especially when I get into custom work. It is kind of like being an artist in some regards. There is some creativity in the custom work. I take a lot of pride in taking a car that is a mangled mess and restoring it back to factory like condition.

What qualities make for an exceptional Auto Body Repairer?

I can't stress enough how much effort and desire is needed. You can develop the skills with experience, but you really need to be committed to do quality work. Attention to detail is key, and you must be reliable.

Automotive Mechanics

Also known as technicians. Includes smog technicians.

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as brake repairers, transmission mechanics, or front-end mechanics. Does not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical Systems Specialists (OES 853020).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$7.00 - \$12.50/hr	\$10.00/hr
New Hires/Exp'd:	\$10.00 - \$22.00/hr	\$15.00/hr
Exp'd/After 3 Years:	\$15.00 - \$31.16/hr	\$25.00/hr

Hours: Almost all jobs are 40 hours per week.

Benefits: EMPLOYER PAID: Almost all employers provide medical insurance. Of the employers surveyed, all report that they provide vacation and dental insurance. Almost all provide sick leave. Many also provide vision insurance. Some provide life insurance and a retirement plan. SHARED COST: Some employers provide a retirement plan.

Training, Experience, and Other Requirements

License:	Not required, except for individuals who want to be licensed as smog check technicians or brake/lamp adjusters; contact the Bureau of Automotive Repair at 800-952-5210 for licensing information.
Education:	Most employers require a high school diploma or equivalent for job entry. Some are willing to accept less than a high school level education. A few require an associate degree.
Experience:	Many employers do not require prior experience. Many others require 6-48 months of prior experience. Some employers are willing to accept training as a substitute for experience.
Training:	Apprenticeship training takes about 4 years to complete and to achieve journey-level status. Technicians may develop specialties such as smog, electronics, computer diagnostics, transmissions, or brakes. Employers often require various certifications such as ASE or smog specialist. Most employers report that basic computer skills are important. Refer to Automotive Mechanics in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Large. There are approximately 2,580 - 3,155 automotive technicians currently employed in the North Bay Counties. Local surveys indicate less than 5% are female. Few jobs are union.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2004. About 75-90 job openings are projected per year due to a net increase in occupation size. About 70-85 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment opportunities for automotive mechanics and service technicians are expected to increase about as fast as the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Auto dealerships and auto repair shops. Nationally, about 16% are self-employed.

Methods Used to Fill Job Openings: Many employers recruit applicants through newspaper advertisements. Some fill openings through word-of-mouth, by hiring unsolicited applicants, and/or by hiring employee referrals.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (5.00)
 - Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (3.16)
 - Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (3.00)
- Skills:**
- Repairing machines or systems using the needed tools (4.66)
 - Determining what is causing an operating error and deciding what to do about it (4.50)
 - Performing routine maintenance and determining when and what kind of maintenance is needed (4.16)
- Abilities:**
- The ability to correctly follow a given rule or set of rules in order to arrange things or actions in a certain order. The things or actions can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations. (4.32)
 - The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. (4.16)
 - The ability to bend, stretch, twist, or reach out with the body, arms, and/or legs (4.00)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey CCOIS survey data collected in 2000: 16 employers surveyed representing 185 employees in this occupation.

Career Path: Automotive Mechanics

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Lube Technician	Automotive Specialty Technicians Long-term OJT \$15.53/hr	Automotive Master Mechanic Long-term OJT \$15.53/hr	Auto Repair Shop Owner
Mechanic's Helper or Apprentice Helpers--Installation, Maintenance, and Repair Workers Short-term OJT \$11.57/hr		Service Writer Cost Estimators Bachelor + work exp \$27.41/hr	Service Manager
Detailer Cleaners of Vehicles and Equipment Short-term OJT \$8.14/hr			

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Electronic Equipment Installers and Repairers, Motor Vehicles	Post-secondary training	\$11.34
Helpers--Installation, Maintenance, and Repair Workers	Short-term OJT	\$11.57
Welding Machine Setters and Set-Up Operators	Moderate-term OJT	\$14.33
Automotive Master Mechanics	Long-term OJT	\$15.53
Automotive Specialty Technicians	Long-term OJT	\$15.53
Maintenance and Repair Workers, General	Work experience	\$15.56
Data Processing Equipment Repairers	Post-secondary training	\$16.89
Electrical and Electronics Installers and Repairers, Transportation Equipment	Post-secondary training	\$19.13
Aircraft Body and Bonded Structure Repairers	Post-secondary training	\$19.85
Industrial Machinery Mechanics	Long-term OJT	\$20.89
Electric Meter Installers and Repairers	Long-term OJT	\$22.41

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Dave Wolfe

What is your job title?

I'm a master mechanic.

What kind of work do you do?

I do collision repair.

What are the things that attracted you to this type of work?

I like cars. I always liked figuring out how things worked. It intrigued me to take stuff apart, look at it and then put it back together so I didn't get caught taking it apart. As far as I remember, I've always been like that. When I started getting stuff of my own, bicycles and that sort of thing, it was like I was free to take them apart and put them together because they were mine. Must be part of my nature; I liked to mow the lawn because it had a motor on it.

What kind of things do you do at work (skills)?

I take broken things apart, put them back together, and fix them. As I'm putting them together, I diagnose and analyze why things are broken.

If you were starting over to be an auto mechanic, knowing what you know now, how would you better prepare yourself?

Go to school...automotive things, machine shops, welding, electronics; a trade school that's specific to the trade. And I'd recommend learning something about economics so you'll know what's worth repairing and what's not.

What keeps you wanting to do this type of work?

All my years of experience, I have the tools and the skills, and I still like doing it. This job lets you feel the rewards of your accomplishments and you're actually a part of the end product. Not to mention I don't ever have to pay a mechanic to fix my car.

What qualities make an exceptional Auto mechanic?

Creativity. You must be able to visualize the end product and how you're going to get to that point. You have to be organized, patient, and you have to like to be outdoors without many creature comforts.

Bakers - Bread and Pastry

Bread and Pastry Bakers mix and bake ingredients according to recipes to produce breads, pastries, and other baked goods. They produce goods in smaller quantities for consumption on premises or for sale as specialty baked goods (OES 650210).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$6.25 - \$10.07/hr	\$7.50/hr
New Hires/Exp'd:	\$6.25 - \$13.00/hr	\$8.75/hr
Exp'd/After 3 Years:	\$7.25 - \$12.00/hr	\$11.50/hr

A few bakers may also receive bonuses.

Hours: Most jobs are 35-40 hours per week. Some jobs are 16-30 hours per week.

Benefits:	Paid by:		Shared		Employee	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance	■ ■	■	■ ■ ■	■	□	□
Dental Insurance	■	□	■ ■	■	□	□
Vision Insurance	■	□	■ ■	■	□	□
Life Insurance	■	□	■	□	■	■
Sick Leave	■ ■	■	■	□	□	□
Vacation	■ ■ ■	■ ■	■	□	□	□
Retirement	□	□	■ ■	■	□	□
Child Care	□	□	□	□	□	□

■ ■ ■ ■ ■ = All (100%) ■ ■ ■ ■ = Almost All (80-99%) ■ ■ ■ = Most (60-79%) ■ ■ ■ = Many (40-59%) ■ ■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Many employers require a high school diploma or equivalent for job entry. Many others are willing to accept less than a high school level education.

Experience: Many employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are available. Refer to Bakers and Pastry Chefs in the Occupation-Training Index for information on related training programs.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2001: 17 employers surveyed representing 99 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a **good outlook** for job seekers without prior experience, and a **very good outlook** for those who are fully experienced. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Medium. There are approximately 1,140 – 1,395 bakers currently employed in the North Bay Counties. Local surveys indicate about 45% are female.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2004. About 40-45 job openings are projected per year due to a net increase in occupation size. About 30-40 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of chefs, cooks, and other kitchen workers is expected to increase about as fast as the average for all occupations through 2008.

Other Information

Where the Jobs Are: Grocery stores, retail bakeries, and eating and drinking establishments. Nationally, about 5% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring employee referrals and/or by hiring unsolicited applicants. Almost all also recruit applicants through newspaper advertisements.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of techniques and equipment for planting, growing, and harvesting of food for consumption including crop rotation methods, animal husbandry, and food storage/handling techniques (3.00)
 - Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (2.50)
 - Knowledge of inputs, outputs, raw materials, waste, quality control, costs, and techniques for maximizing the manufacture and distribution of goods (2.50)
- Skills:**
- Controlling operations of equipment or systems (3.16)
 - Inspecting and evaluating the quality of products (2.66)
 - Finding ways to structure or classify multiple pieces of information (2.66)
- Abilities:**
- The ability to correctly follow a given rule or set of rules in order to arrange things or actions in a certain order. The things or actions can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations. (3.20)
 - The ability to read and understand information and ideas presented in writing (3.20)
 - The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (3.00)

Career Path for Bakers

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Bakery or Counter Clerk Counter Attendants, Cafeteria, Food Concession, and Coffee Shop Short-term OJT \$8.05/hr	Baker Bakers, Bread and Pastry Long-term OJT \$11.35/hr	Pastry Chef Chefs and Head Cooks Work experience \$16.06/hr	Bakery Owner
Dishwasher or Helper Dishwashers Short-term OJT \$6.88/hr		Bakery Supervisor or Manager Food Service Managers Work experience \$19.89/hr	Restaurant Manager
			Restaurant Owner

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Cooks, Fast Food	Short-term OJT	\$7.37
Maids and Housekeeping Cleaners	Short-term OJT	\$8.25
Pressers, Hand	Short-term OJT	\$8.39
Sewers, Hand	Short-term OJT	\$8.57
Bakers, Bread and Pastry	Long-term OJT	\$11.35
Bakers, Manufacturing	Moderate-term OJT	\$11.35
Stone Cutters and Carvers	Long-term OJT	\$11.87
Shop and Alteration Tailors	Work experience	\$13.74
Insulation Workers, Floor, Ceiling, and Wall	Long-term OJT	\$16.56
Insulation Workers, Mechanical	Moderate-term OJT	\$16.56
Paperhangers	Long-term OJT	\$20.56

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Shannon Stapel

What are some of the job titles you've held previously in this career field?

I have been a pastry chef, dessert platter, assistant pastry, and a pastry manager in training.

What kind of work do you do in your current job and what do you do in a typical day?

Most of my work consists of both management and baking. I do the morning bake, which includes pastry, muffins, and scones. I complete the ordering, assist up front and also assist with the cleaning. We have our standard recipes, but sometimes we use our creativity to come up with new ideas and baked goods.

What was it that attracted you to this work?

I baked at home as a young child. So I always knew that I wanted to bake and eventually own my own business. I enjoy my work so much. I couldn't imagine doing anything else.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

I think to do this type of work you must be efficient and use your time well. The work is physically demanding and you are on your feet for long periods of time, so you must have stamina. You need to have a feel for cooking, enjoy baking and have a passion for it. Good communication and creativity are also important as well as precision, since baking requires exact measurements.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

I would recommend formal training to learn the rules and discipline of the baking industry. A lot of training programs require that you have had experience prior to admission.

What is it that keeps you wanting to do this kind of work?

I love what I do and it is a good creative outlet for me. I am also driven to own my own business, so this keeps me motivated to learn. I think baking is a job that is flexible, interesting and very different from sitting in an office all day.

What qualities make for an exceptional Baker?

You must have a passion for what you do. Common sense is also important, as well as experience and formal training. You must be organized, efficient, and have a strong desire to bake. Some other qualities are creativity, an ability to work well with others, and you must be easy-going.

Bill and Account Collectors

Bill and Account Collectors locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Their duties include receiving payment and posting amounts to customer's account; sending statements to the credit department if the customer fails to respond, initiating repossession proceedings or service disconnection, and keeping records of collection and status of accounts. Does not include collectors of money from coin boxes (OES 535080).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$7.36 - \$19.18/hr	\$10.00/hr
New Hires/Exp'd:	\$8.00 - \$19.18/hr	\$12.00/hr
Exp'd/After 3 Years:	\$10.00 - \$23.97/hr	\$16.00/hr

Hours: Almost all jobs are 38-40 hours per week.

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Almost all provide a vacation. Most provide sick leave. Some also provide dental insurance, a retirement plan, vision insurance, and life insurance. SHARED COST: Many employers provide medical insurance and dental insurance. Some also provide life insurance, vision insurance, and a retirement plan.

Training, Experience, and Other Requirements

License:	None
Education:	Almost all employers require a high school diploma or equivalent for job entry.
Experience:	Many employers do not require prior experience. Many others require 6-36 months of prior experience. Many employers are willing to accept training as a substitute for experience.
Training:	Many employers report that word processing and spreadsheet skills are important. Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is very difficult to find inexperienced but qualified applicants, and moderately difficult to find qualified applicants with prior experience. This indicates a **very good outlook** for job seekers without prior experience, and a **good outlook** for those who are fully experienced. Annual turnover is estimated to be high (30-39%).

Size of Occupation

Medium. There are approximately 905 - 1,105 bill and account collectors currently employed in the North Bay Counties. Local surveys indicate about 65% are female.

Employment Trends

The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 50-60 job openings are projected per year due to a net increase in occupation size. About 20-25 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, bill and account collector jobs are expected to grow much faster than the average as the level of consumer debt rises and as more companies seek to improve their debt collection by contracting with third party collection agencies.

Other Information

Where the Jobs Are: In a variety of industries, with about 1 in 3 employed by collection services firms. Nationally, about 1% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements. Many also fill openings by hiring employee referrals and/or unsolicited applicants. Some recruit applicants through internet job listings and/or fill openings through in-house promotion or transfer.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (3.60)
 - Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (3.60)
 - Knowledge of economic and accounting principles and practices, the financial markets, banking, and the analysis and reporting of financial data (3.40)
- Skills:**
- Talking to others to effectively convey information (4.00)
 - Listening to what other people are saying and asking questions as appropriate (3.60)
 - Knowing how to find information and identifying essential information (3.60)
- Abilities:**
- The ability to add, subtract, multiply, or divide quickly and correctly (4.00)
 - The ability to communicate information and ideas in speaking so others will understand (3.60)
 - The ability to speak clearly so that it is understandable to a listener (3.60)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 15 employers surveyed representing 90 employees in this occupation.

Career Path: Bill and Account Collectors

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Secretary Secretaries, Except Legal, Medical, and Executive Post-secondary training \$14.34/hr	Bookkeeper Bookkeeping, Accounting, and Auditing Clerks Moderate-term OJT \$15.31/hr	Collector Bill and Account Collectors Moderate-term OJT \$14.57/hr	Collection Manager

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Hotel, Motel, and Resort Desk Clerks	Short-term OJT	\$9.28
Order Clerks	Short-term OJT	\$13.48
Credit Checkers	Short-term OJT	\$13.72
Welfare Eligibility Workers and Interviewers	Moderate-term OJT	\$14.13
Bill and Account Collectors	Moderate-term OJT	\$14.57
Interviewers, Except Eligibility and Loan	Short-term OJT	\$14.74
Tax Preparers	Bachelor degree	\$15.58
Brokerage Clerks	Moderate-term OJT	\$17.76
Insurance Claims Clerks	Moderate-term OJT	\$18.85
Insurance Policy Processing Clerks	Moderate-term OJT	\$18.85
Personal Financial Advisors	Bachelor degree	\$36.44

Sources:

*Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
 California Employment Development Department OES Program (hourly wages for California)*

Career Dialogue with Kesondra Ward

What is your job title?

Collections customer service representative.

What kind of work do you do?

I receive payments, post payments, note accounts and collect on accounts that are over 60 days (past due).

What are the things that attracted you to this type of work?

I like cash handling and the challenge of customer service and collecting in the same pool.

What kind of things do you do at work (skills)?

If payments come in through the mail, I go ahead and open up the envelope, see how much it is, and see what invoice it's for. I search the invoice using AS/400, and then I note the account and whether that payment was or was not received. In the morning I come in and look at a 60-day printout sheet and do follow-ups according to my notes and payment arrangements. If someone has broken say, two to three payment arrangements, I request that the (storage) container, if they still have a container on rent, be repossessed.

If you were starting over to be a bill collector, knowing what you know now, how would you better prepare yourself?

I'd prepare myself mentally for the challenge. Verbally I would prepare so that I would know what to say and when to say it by having someone assist me in role playing. I would definitely role-play more. I'd probably take a course on accounting and collections procedures.

What keeps you wanting to do this type of work?

I want to be an accountant. I figure this will give me good experience in dealing with different customers and situations. I want to sharpen my listening skills so that I can better understand the different accounting principals that are taught at the college level.

What qualities make an exceptional bill collector?

Being considerate. Understanding and still being able to come up with a good solution for the problem. There's teamwork involved there, so you've got to be a team player.

Billing, Cost, and Rate Clerks

Billing, Cost and Rate Clerks compile data, compute fees and charges, and prepare invoices for billing purposes. Their duties also include computing costs and calculating rates for goods, services, and shipment of goods; posting data and keeping other relevant records. Their work may involve the use of typing, adding, calculating, and bookkeeping machines. Does not include workers whose primary duty is operation of special office machines such as billing, posting, and calculating machines. Also, does not include workers who calculate charges for passenger transportation (OES 553440).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$10.00 - \$15.00/hr	\$13.99/hr
New Hires/Exp'd:	\$10.00 - \$27.07/hr	\$15.00/hr
Exp'd/After 3 Years:	\$14.00 - \$28.20/hr	\$18.00/hr

Many billing, cost and rate clerks may also receive bonuses.

Hours: Most jobs are 32-40 hours per week. Some jobs are 10-20 hours per week.

Benefits:	Paid by:	Employer		Shared		Employee	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance		■■■	□	■	□	□	□
Dental Insurance		■■■	□	□	□	□	□
Vision Insurance		■■	□	□	□	□	□
Life Insurance		■	□	□	□	□	□
Sick Leave		■■■■	□	□	□	□	□
Vacation		■■■■	□	□	□	□	□
Retirement		■■	□	■■	□	■	□
Child Care		□	□	□	□	□	□

■■■■■ = All (100%) ■■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)
 □ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Most employers require a high school diploma for job entry. A few require a bachelor degree or associate degree.

Experience: Most employers require 1-2 years of prior experience.

Training: Employers often provide on-the-job training for this occupation. Some employers report that they require technical or vocational training prior to employment; however, no local training programs were identified. Some employers report that word processing and spreadsheet skills are important.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
 CCOIS survey data collected in 2001: 15 employers surveyed representing 24 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Medium. There are approximately 890 – 1,090 billing, cost, and rate clerks currently employed in the North Bay Counties. Local surveys indicate about 90% are female.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2004. About 20-25 job openings are projected per year due to a net increase in occupation size. About 15-20 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of billing clerks is expected to grow about as fast as the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: In a wide variety of industries, including offices of physicians, accounting and bookkeeping firms, hospitals, offices of dentists, and wholesalers. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements and/or fill openings by hiring employee referrals. Many fill openings by hiring referrals from employment agencies.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (4.66)
 - Knowledge of economic and accounting principles and practices, the financial markets, banking, and the analysis and reporting of financial data (4.16)
 - Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (4.16)
- Skills:**
- Using mathematics to solve problems (4.50)
 - Understanding written sentences and paragraphs in work related documents (4.00)
 - Knowing how to find information and identifying essential information (3.83)
- Abilities:**
- The ability to add, subtract, multiply, or divide quickly and correctly (5.00)
 - The ability to understand and organize a problem and then to select a mathematical method or formula to solve the problem (4.83)
 - The ability to read and understand information and ideas presented in writing (4.66)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Career Path for Billing, Cost and Rate Clerks

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
File Clerk File Clerks Short-term OJT \$10.74/hr	Billing Clerk Billing, Cost, and Rate Clerks Moderate-term OJT \$14.04/hr	Supervisor or Office Manager First-Line Supervisors, Administrative Support Work experience \$21.85/hr	Billing Services Company Owner
General Office Clerk Office Clerks, General Post-secondary training \$12.18/hr	Secretary Secretaries, Except Legal, Medical, and Executive Post-secondary training \$14.34/hr	Bookkeeper Bookkeeping, Accounting, and Auditing Clerks Moderate-term OJT \$15.31/hr	
Receptionist Receptionists and Information Clerks Short-term OJT \$11.31/hr	Insurance Clerks Insurance Policy Processing Clerks Moderate-term OJT \$18.85/hr	Accountant Accountants Bachelor degree \$25.71/hr	

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Tellers	Moderate-term OJT	\$10.52
Data Entry Keyers	Post-secondary training	\$11.85
Office Clerks, General	Post-secondary training	\$12.18
Billing, Cost, and Rate Clerks	Moderate-term OJT	\$14.04
Statement Clerks	Moderate-term OJT	\$14.04
Bill and Account Collectors	Moderate-term OJT	\$14.57
Bookkeeping, Accounting, and Auditing Clerks	Moderate-term OJT	\$15.31
Loan Interviewers and Clerks	Short-term OJT	\$15.74
Brokerage Clerks	Moderate-term OJT	\$17.76
Insurance Claims Clerks	Moderate-term OJT	\$18.85
Insurance Policy Processing Clerks	Moderate-term OJT	\$18.85

Sources:

*Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
 California Employment Development Department OES Program (hourly wages for California)*

Career Dialogue with Casey Spranger

What are some of the job titles you've held previously in this career field?

I am currently the owner of my business. In the past I have been a data entry clerk and a manager.

What kind of work do you do in your current job and what do you do in a typical day?

My current job consists of medical billing for a variety of doctors in a variety of specialties. The billing consists of data entry, paper and electronic submission of claims, and follow-up. The follow-up is derived from an Accounts Receivable report also called an aging report, which lists outstanding claims. A typical day is spent conducting data entry including new charges and payments and posting them against a patient account. I also have patient contact via the telephone to answer questions about their bill.

What was it that attracted you to this work?

I started when I was in high school as a part-time file clerk for a medical billing office. I then progressed through the ranks as positions became available. I found that I really liked the work, and that I was good at it.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

Someone would need some basic skills such as typing since there is a lot of data entry, phone etiquette since you have a lot of patient contact, and attention to detail. It is really important that proper coding be used when entering the billing. Another key skill is the ability to use a 10 key. If someone goes into this particular field then experience and knowledge of medical terminology would be very helpful.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

I think that the best way to learn this job is to get in and do it. For this reason I think someone should try and get an entry-level job working for a billing agency. There are also college courses that teach medical billing, but it is pretty general.

What is it that keeps you wanting to do this kind of work?

I find that the work is very challenging and always evolving. There are always new policies and regulations in medical billing that a person needs to stay on top of. I like that it is always a little bit different.

What qualities make for an exceptional Billing, Cost and Rate Clerk?

I think someone who pays close attention to detail, can handle repetitive tasks, has good customer service skills, and likes delving into government regulations would be a good fit for this occupation.

Biotechnology Laboratory Assistants

Also known as laboratory technicians.

Biotechnology Laboratory Assistants prepare solutions and perform laboratory procedures under the direction of a research assistant or scientist. They may be responsible for a wide variety of research laboratory tasks and experiments. They may also be responsible for implementing analyses of raw materials, in-process inspections and quality control audits as well as the manufacture and packaging of products and the implementation of production procedures (Modified DOT 041.061-997).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$6.00 - \$20.00/hr	\$10.00/hr
New Hires/Exp'd:	\$7.00 - \$22.00/hr	\$12.00/hr
Exp'd/After 3 Years:	\$9.00 - \$31.16 /hr	\$16.00/hr

Hours: Almost all jobs are 38-50 hours per week.

Benefits: EMPLOYER PAID: Most employers provide medical insurance. Almost all provide a vacation. Most also provide sick leave and a retirement plan. Many provide dental, vision, and life insurance. SHARED COST: Some employers provide medical insurance and other benefits, including dental insurance, vision insurance, and a retirement plan.

Training, Experience, and Other Requirements

License: None

Education: Some employers require an associate degree for job entry. Some others require a bachelor degree.

Experience: Most employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Small. There are approximately 75-150 biotechnology laboratory assistants currently employed in the North Bay Counties. Local surveys indicate about 55% are female.

Employment Trends

Insufficient data; however, some employers surveyed expect their employment for this occupation to grow over the next two years. Nationwide, employment of science technicians, including biotechnology laboratory assistants, is expected to increase more slowly than the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Research and testing laboratories and manufacturers of chemical and biological products.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring unsolicited applicants. Many fill openings by hiring referrals from colleges and universities. Some fill openings through in-house promotion or transfer and/or by hiring employee referrals.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of plant and animal living tissue, cells, organisms, and entities, including their functions, interdependencies, and interactions with each other and the environment (4.83)
 - Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (3.33)
 - Knowledge of techniques and equipment for planting, growing, and harvesting of food for consumption including crop rotation methods, animal husbandry, and food storage/handling techniques (3.00)
- Skills:**
- Using scientific methods to solve problems (3.50)
 - Using mathematics to solve problems (3.33)
 - Identifying the nature of problems (3.16)
- Abilities:**
- The ability to listen to and understand information and ideas presented through spoken words and sentences (3.60)
 - The ability to produce many rules so that each rule tells how to group (or combine) a set of things in a different way. (3.00)
 - The ability to communicate information and ideas in writing so others will understand (3.00)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

*Source: O*NET Database version 3.0*

*Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 11 employers surveyed representing 72 employees in this occupation.*

Career Path: Biotechnology Laboratory Assistants

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Lab Technician Biological Technicians Associate Degree \$17.37/hr	Lab Supervisor	Scientist Biochemists and Biophysicists Doctoral Degree \$28.98/hr	Lab Manager or Director Natural Sciences Managers Masters + work exp \$40.15/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Nonfarm Animal Caretakers	Short-term OJT	\$9.42
Pewter Casters and Finishers	Long-term OJT	\$11.28
Furnace, Kiln, Oven, Drier, and Kettle Operators and Tenders	Moderate-term OJT	\$12.42
Photographic Hand Developers	Moderate-term OJT	\$12.68
Semiconductor Processors	Post-secondary training	\$12.94
Separating, Filtering, Clarifying, Precipitating, and Still Machine Operators, Setters, Operators, and Tenders	Moderate-term OJT	\$13.15
Photographic Processing Machine Operators	Short-term OJT	\$13.79
Agricultural Technicians	Associate degree	\$14.18
Printing Press Machine Operators and Tenders	Long-term OJT	\$14.60
Surgical Technologists	Associate degree	\$16.80
Biological Technicians	Associate degree	\$17.37

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Maggie O'Neill

What is your job title?

Research technician II

What kind of work do you do?

I work with insects. I take care of the cages and all other aspects of their life. I work with the biology department and the medical students, some of which I train. We have investors walk through, so I do small tours in the insect room. It's interesting work.

What are the things that attracted you to this type of work?

Actually it was by circumstance that I got this job. I had quit a job and I realized that quitting a job when you have rent to pay isn't the right thing to do. There was an internship position available and while I was in college, I interned for about seven months. I really liked learning about life cycles of animals but I had never worked with bugs at all. Actually, I was kind of afraid of insects. But they had benefits, stock options, and good pay, so it's actually as good as going public (for work). This was completely new and it was something that I was fascinated with very much. I enjoy working with my colleagues, too. There are five very nice people who really create a great atmosphere. You also don't work a lot with the public, which I like. I just talk to people when I want to.

What kind of things do you do at work (skills)?

I do a lot of statistical analysis. And like I said, there's a lot of hands on; there's a lot of colonies that are involved. I also work with the bio office, which makes for a lot of multi-tasking. There's a lot of organization, and a lot of people skills required because we are a very close-knit group. I also work with scientists from other organizations. This requires me to deal with confrontational situations, because they have their own points of view on many issues. I've learned more at this job in the last year than I probably learned in school.

If you were starting over to be a research technician, knowing what you know now, how would you better prepare yourself?

I'm not a very social person and I think that maybe being a little more socially adept helps to deal with some of the people you work closely with.

What keeps you wanting to do this type of work?

It's really flexible. I never liked working with people too much, but I do like the people I work with and it's a neat situation. The scientists are teaching me stuff, too and it doesn't feel like work. Another good thing about the job is that I don't have a lot of education, however, they are still willing to give me a lot of responsibility.

What qualities make an exceptional research technician?

Definitely somebody who's responsible, accountable, and organized. You have to really be interested in biology and the scientific aspect of things. Asking a lot of questions is good, too.

Cabinetmakers and Bench Carpenters

Also known as builders.

Cabinetmakers and Bench Carpenters cut, shape, and assemble wooden articles, such as store fixtures, office equipment, cabinets, and high grade furniture. They set up and operate a variety of machines, such as power saws, jointers, mortisers, tenoners, molders, and shapers to cut and shape parts from wood stock (OES 893110).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$7.00 - \$12.00/hr	\$8.50/hr
New Hires/Exp'd:	\$12.00 - \$16.00/hr	\$14.00/hr
Exp'd/After 3 Years:	\$14.00 - \$22.50/hr	\$17.00/hr

Some cabinetmakers and bench carpenters may also receive bonuses.

Hours: Almost all jobs are 40 hours per week.

Benefits:	Paid by:	Employer		Shared		Employee	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance		■ ■	—	■ ■	—	■	—
Dental Insurance		■	—	■ ■	—	□	—
Vision Insurance		□	—	■	—	□	—
Life Insurance		□	—	□	—	■	—
Sick Leave		■ ■	—	□	—	□	—
Vacation		■ ■ ■ ■ ■	—	□	—	□	—
Retirement		□	—	■ ■	—	■	—
Child Care		□	—	□	—	□	—

■ ■ ■ ■ ■ = All (100%) ■ ■ ■ ■ = Almost All (80-99%) ■ ■ ■ = Most (60-79%) ■ ■ ■ = Many (40-59%) ■ ■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Many employers require a high school diploma or equivalent for job entry. Many others are willing to accept less than a high school level education.

Experience: Most employers require 1-3 years of prior experience. Many others are willing to accept 4-36 months of training as a substitute for experience. Some will also accept 1-12 months of finish carpentry and/or woodworking experience.

Training: A few employers report that computer skills are becoming increasingly important. Training programs are available, but do not necessarily eliminate the need for apprenticeship or on-the-job training. Refer to Cabinetmakers in the Occupation-Training Index for information on related training programs.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2001: 15 employers surveyed representing 106 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Small. There are approximately 440-540 cabinetmakers and bench carpenters currently employed in the North Bay Counties. Local surveys indicate that less than 5% are female.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2004. About 15-20 job openings are projected per year due to a net increase in occupation size. About 5-10 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of woodworkers is expected to decline through the year 2008.

Other Information

Where the Jobs Are: Cabinet making firms and manufacturers of wood furniture and fixtures. Nationally, about 11% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring employee referrals. Many fill openings by hiring unsolicited applicants. Some fill openings through word-of-mouth and/or by hiring referrals from schools and training programs.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of materials, methods, and the appropriate tools to construct objects, structures, and buildings (4.83)
 - Knowledge of design techniques, principles, tools and instruments involved in the production and use of precision technical plans, blueprints, drawings, and models (3.33)
 - Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (3.33)
- Skills:**
- Controlling operations of equipment or systems (4.16)
 - Determining the kind of tools and equipment needed to do a job (4.00)
 - Installing equipment, machines, wiring, or programs to meet specifications (3.83)
- Abilities:**
- The ability to read and understand information and ideas presented in writing (3.60)
 - The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged (3.40)
 - The ability to keep the hand and arm steady while making an arm movement or while holding the arm and hand in one position (3.40)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Career Path for Cabinetmakers and Bench Carpenters

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Apprentice	Cabinetmaker Cabinetmakers and Bench Carpenters Long-term OJT \$11.18/hr	Foreman or Supervisor First-Line Supervisors and Manager/Supervisors- Construction Trades Workers Work experience \$27.53/hr	Shop Manager or Owner
Helper Helpers—Carpenters Short-term OJT \$12.08/hr		Designer Commercial and Industrial Designers Bachelor degree \$27.66/hr	

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Roof Bolters, Mining	Long-term OJT	—
Cutters and Trimmers, Hand	Short-term OJT	\$8.43
Painting, Coating, and Decorating Workers	Short-term OJT	\$9.90
Electrolytic Plating and Coating Machine Setters and Set-Up Operators, Metal and Plastic	Moderate-term OJT	\$10.93
Cabinetmakers and Bench Carpenters	Long-term OJT	\$11.18
Model Makers, Wood	Long-term OJT	\$12.64
Patternmakers, Wood	Long-term OJT	\$13.65
Brazers	Short-term OJT	\$14.34
Tile and Marble Setters	Long-term OJT	\$20.28
Rough Carpenters	Long-term OJT	\$20.30
Drywall Installers	Long-term OJT	\$20.31

Sources:

*Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)*

Career Dialogue with Victor Craig

What are some of the job titles you've held previously in this career field?

I have been an owner, a supervisor, and a foreman.

What kind of work do you do in your current job and what do you do in a typical day?

I build custom designed coffee tables and end tables for clientele that are comfortable with paying thousands of dollars for unique furniture. A typical day is reviewing design specifications, and constructing the furniture accordingly. I use a variety of wood working tools including power and hand tools.

What was it that attracted you to this work?

I have been doing this type of work for over 35 years. I started in my dad's shop as a kid doing clean up and such. He taught me a lot of the skills that I have now.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

A person would need a basic understanding of wood working tools. Knowledge of safety is probably the most important, especially when dealing with the various power tools in this environment. Someone should also be comfortable with reading a tape measure. It seems simple enough, but it is important to recognize the various markings on the tape. Someone should also be very comfortable working around hand and power tools designed for woodworking.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

A person could get a good foundation from high school or vocational school woodworking classes. Getting on with someone as an apprentice and getting some OJT (on-the-job training) would also be beneficial. The best thing is to try to get an entry-level position and learn the trade from those with the experience.

What is it that keeps you wanting to do this kind of work?

Basically, I love it. I get a great deal of satisfaction in seeing how pleased the customer is with the finished result of my work.

What qualities make for an exceptional Cabinet Maker?

The person would need a degree of awareness of their surroundings; especially since the power tools are noisy and can create a dangerous environment. Attention to detail is important especially when crafting fine furniture.

Carpenters

Carpenters perform the carpentry duties necessary to make or repair wooden structures, structural members, and fixtures and equipment using carpentry tools and woodworking machines. Does not include Cabinetmakers and Bench Carpenters (OES 871020).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$10.00 - \$15.00/hr	\$11.00/hr
New Hires/Exp'd:	\$10.00 - \$25.00/hr	\$17.00/hr
Exp'd/After 3 Years:	\$15.00 - \$35.00/hr	\$24.00/hr

The above wage information is based on surveys with North Bay County contractors, and do not reflect the higher "prevailing wages" paid by many out-of-area contractors for government construction projects in the North Bay region.

Hourly wages for union Carpenters are \$13.27 (housing) and \$15.40 (commercial) for entry-level apprentices, and \$24.12 (housing) and \$28.00 (commercial) for journey-level. Source: Local 571

Hours: Almost all jobs are 38-40 hours per week.

Benefits: EMPLOYER PAID: Many employers provide medical insurance and a vacation. Some also provide dental insurance, a retirement plan, vision insurance, life insurance, and sick leave. SHARED COST: Some employers provide medical insurance.

Training, Experience, and Other Requirements

License:	Not required, except for individuals who want to be licensed as general building or specialty contractors; contact the Contractors State License Board at 916-255-3900 for licensing information.
Education:	Most employers are willing to accept less than a high school level education for job entry. Many require a high school diploma or equivalent.
Experience:	Most employers require prior experience. Some employers are willing to accept training as a substitute for experience.
Training:	Apprenticeship training takes about 4 years to complete and to achieve journey-level status. Specialty areas include framing, finishing, and remodeling. Refer to Carpenters in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Very large. There are approximately 3,200 - 3,910 carpenters currently employed in the North Bay Counties. Local surveys indicate less than 5% are female. A few jobs are union.

Employment Trends

The growth rate is projected to be the same as the average for all occupations through the year 2004. About 85-105 job openings are projected per year due to a net increase in occupation size. About 75-90 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of carpenters is expected to increase more slowly than the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: General building and heavy construction contractors. Nationally, about 27% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring employee referrals. Most also fill openings by hiring unsolicited applicants and/or recruit applicants through newspaper advertisements. Some fill openings by hiring union referrals.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of materials, methods, and the appropriate tools to construct objects, structures, and buildings (5.00)
 - Knowledge of design techniques, principles, tools and instruments involved in the production and use of precision technical plans, blueprints, drawings, and models (3.00)
 - Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (2.80)
- Skills:**
- Installing equipment, machines, wiring, or programs to meet specifications (3.80)
 - Inspecting and evaluating the quality of products (3.40)
 - Repairing machines or systems using the needed tools (3.20)
- Abilities:**
- The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged (4.40)
 - The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (4.20)
 - The ability to use short bursts of muscle force to propel oneself (as in jumping or sprinting), or to throw an object (4.00)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 15 employers surveyed representing 1,082 employees in this occupation.

Career Path: Carpenters

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Helper or Laborer Helpers—Carpenters Short-term OJT \$12.08/hr	Journeyman Construction Carpenters Long-term OJT \$20.30/hr	Foreman	Manager Construction Managers Work experience \$36.22/hr
Apprentice		Superintendent	General Contractor

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Refractory Materials Repairers, Except Brickmasons	Moderate-term OJT	—
Machine Feeders and Offbearers	Short-term OJT	\$9.98
Helpers—Installation, Maintenance, and Repair Workers	Short-term OJT	\$11.57
Welders, Production	Post-secondary training	\$14.34
Glaziers	Long-term OJT	\$18.78
Boat Builders and Shipwrights	Long-term OJT	\$20.30
Carpenter Assemblers and Repairers	Long-term OJT	\$20.30
Construction Carpenters	Long-term OJT	\$20.30
Rough Carpenters	Long-term OJT	\$20.30
Ship Carpenters and Joiners	Long-term OJT	\$20.30
Aircraft Structure Assemblers, Precision	Work experience	\$22.70

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with James Franklin

What is your job title?

My job title is general contractor.

What kind of work do you do?

I renovate older homes.

What are the things that attracted you to this type of work?

I love taking a distressed house and turning it into a true home for someone.

What kind of things do you do at work (skills)?

Basically, I do everything that needs to be done to a house to make it both livable and beautiful. I handle the carpentry, the electrical system, the plumbing, and the tile work. I can also build decks and fences if that's what the client wants.

If you were starting over to be a carpenter, knowing what you know now, how would you better prepare yourself?

I would have gone to school and worked under someone to hone my skills. Being self-taught is great, but I have had to re-do some of my work throughout the learning process. This is time consuming and is a loss of profit as well.

What keeps you wanting to do this type of work?

It's the satisfaction of transforming an old home into something that I know people are going to enjoy for many years to come. It's something that, when you finish, you can look up at and say, "Hey- I did that!" and feel really proud.

What qualities make an exceptional carpenter?

An exceptional carpenter has a desire to create something that they can take pride in. They should also have a working knowledge of building and the tools you use to do a job. Math skills are also important and directly affect the quality of a job. But above all else, a good carpenter will have that pride in his or her craftsmanship.

Cashiers

Includes grocery checkers, clerks, and sales associates.

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers (OES 490230).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$6.25 - \$8.50/hr	\$7.00/hr
New Hires/Exp'd:	\$6.25 - \$10.00/hr	\$8.00/hr
Exp'd/After 3 Years:	\$7.00 - \$15.00/hr	\$10.00/hr

Hours: Many jobs are 35-40 hours per week. Many other jobs are 15-25 hours per week.

Benefits:	Paid by:	Employer		Shared		Employee	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance		■ ■	■	■ ■ ■	■ ■	□	□
Dental Insurance		■ ■	■	■ ■	■	□	□
Vision Insurance		■	□	■ ■	■	□	□
Life Insurance		■	□	■ ■	■	□	□
Sick Leave		■ ■ ■ ■	■	■	□	□	□
Vacation		■ ■ ■ ■	■	■	■	□	□
Retirement		■	□	■ ■	■	□	□
Child Care		□	□	□	□	□	□

■ ■ ■ ■ ■ = All (100%) ■ ■ ■ ■ ■ = Almost All (80-99%) ■ ■ ■ ■ = Most (60-79%) ■ ■ ■ = Many (40-59%) ■ ■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Many employers are willing to accept less than a high school education for job entry. Many others require a high school diploma or equivalent.

Experience: Many employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2001: 15 employers surveyed representing 501 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Very large. There are approximately 13,710 – 16,755 cashiers currently employed in the North Bay Counties. Local surveys indicate about 80% are female.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2004. About 450-550 job openings are projected per year due to a net increase in occupation size. About 640-785 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of cashiers is expected to increase as fast as the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: In a wide variety of industries, including grocery stores, eating and drinking places, gasoline stations and mini-marts, liquor stores, and other retail establishments. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring employee referrals and/or by hiring unsolicited applicants. Almost all other employers recruit applicants through newspaper advertisements.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.00)
 - Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (3.66)
 - Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (3.66)
- Skills:**
- Using mathematics to solve problems (4.16)
 - Actively looking for ways to help people (3.83)
 - Talking to others to effectively convey information (3.66)
- Abilities:**
- The ability to communicate information and ideas in speaking so others will understand (4.50)
 - The ability to add, subtract, multiply, or divide quickly and correctly (4.33)
 - The ability to see details of objects at a close range (within a few feet of the observer) (4.16)

Career Path for Cashiers

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Cashier Cashiers Short-term OJT \$9.08/hr	Supervisor First-Line Supervisors/Managers of Retail Sales Workers Work experience \$18.07/hr	Store Manager	Regional Manager Sales Managers Bachelor + work exp \$41.45/hr
Stocker Stock Clerks, Sales Floor Short-term OJT \$11.10/hr	Grocery Checker	Buyer Wholesale and Retail Buyers, Except Farm Products Bachelor degree \$21.92/hr	Store Owner
Courtesy Clerk Packers and Packagers, Hand Short-term OJT \$8.22/hr			

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Combined Food Preparation and Serving Workers, Including Fast Food	Short-term OJT	\$7.26
Gaming and Sports Book Writers and Runners	Short-term OJT	\$7.57
Cashiers	Short-term OJT	\$9.08
Gaming Dealers	Short-term OJT	\$9.65
Counter and Rental Clerks	Short-term OJT	\$9.73
Tellers	Moderate-term OJT	\$10.52
Receptionists and Information Clerks	Short-term OJT	\$11.31
Office Clerks, General	Post-secondary training	\$12.18
Word Processors and Typists	Post-secondary training	\$14.35
Loan Interviewers and Clerks	Short-term OJT	\$15.74
Insurance Claims Clerks	Moderate-term OJT	\$18.85

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Linda Shaver

What are some of the job titles you've held previously in this career field?

I started by working as a cashier in a boutique. Now I work in a video store as the cashier manager.

What kind of work do you do in your current job and what do you do in a typical day?

Some of my duties include checking in new releases, entering the movies into the computer, checking late lists for movies that haven't been returned. I conduct pre-interviews for potential employees, complete special orders, take customer complaints, oversee problems for the store and handle any maintenance issues. My duties specifically related to cashier include handling payments, credit transactions, making change, issuing receipts and deposits. We use a computer for the transactions, so all of the adding is computerized.

What was it that attracted you to this work?

I like movies a lot, I am an avid movie watcher, and being a cashier at a video store is interesting and enjoyable for me. The cashier aspect is challenging and a lot of responsibility, I enjoy handling money and working with people.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

You need to have good typing skills, computer skills, research skills, and an ability to receive and make change correctly. One also needs the ability to work independently and honestly when you are a cashier. You need to have good people skills, since the job requires working with customers and the ability to communicate well. As a cashier at a video store, knowledge of movies is also important.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

I would recommend that someone interested in cashiering would take a business class in school. Other coursework I would recommend would be: typing, computers, English, and a specific course in cashiering would also be helpful. On the job training is valuable, but I would recommend that someone receive some basic skills before entering this occupation.

What is it that keeps you wanting to do this kind of work?

I feel pretty comfortable about the work; it is almost second nature to me. I also enjoy the movie aspect of my job it makes the cashiering interesting.

What qualities make for an exceptional Cashier?

An exceptional Cashier is conscientious, uses proper procedures when handling money, and makes eye contact so that customers know that you are honest. Good people skills and self-confidence are also important. Good business skills, including typing and computer skills, are vital to work efficiently and effectively. To be outstanding in this occupation, you need a sense of professionalism, including dressing appropriately, exuberance, and good hygiene.

Child Care Workers (Aides)

Child Care Workers attend children at school, businesses, and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. Does not include workers whose primary function is to teach in a structured setting (OES 680380).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$6.50 - \$10.00/hr	\$7.00/hr
New Hires/Exp'd:	\$6.50 - \$12.00/hr	\$8.50/hr
Exp'd/After 3 Years:	\$7.50 - \$14.38/hr	\$11.00/hr

Hours: Many jobs are 35-40 hours per week. Some jobs are 10-30 hours per week.

Benefits:	Paid by:	Employer		Shared		Employee	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance		■■	□	■■	■	□	□
Dental Insurance		■■	□	■	■	□	□
Vision Insurance		■■	□	■	■	□	□
Life Insurance		■■	□	□	□	■	□
Sick Leave		■■■	■	□	□	□	□
Vacation		■■■	■	□	□	□	□
Retirement		■	□	■	■	■	□
Child Care		■	■	■	■	□	□

■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: At a minimum, the State requires that child care workers (aides) must have criminal record clearance, including fingerprinting. However, if an aide is employed where there is a ratio of one teacher and one aide to 18 children, then the aide must have completed some units in an accredited Early Childhood Education or Child Development program. The minimum requirement is 6 units, or 2 units if they are currently enrolled in a program and are working toward the completion of the 6 units. Call the State Dept. of Social Services, Community Care Licensing, at 916-229-4500 for more licensing information.

Education: Most employers require a high school diploma or equivalent for job entry. Some are willing to accept less than a high school level education.

Experience: Most employers report that prior experience is not required, although many prefer 6-12 months of prior experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are available. Refer to Child Care Workers/Providers in the Occupation-Training Index for information on related training programs.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%) CCOIS survey data collected in 2001: 15 employers surveyed representing 232 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be high (30-39%).

Size of Occupation

Large. There are approximately 1,635 – 1,995 child care workers currently employed in the North Bay Counties. Local surveys indicate about 60% are female. Some jobs are union.

Employment Trends

The growth rate is projected to be the same as the average for all occupations through the year 2004. About 50-60 job openings are projected per year due to a net increase in occupation size. About 15-20 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of preschool teachers and child-care workers is projected to increase faster than the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Private households, child care centers, nursery schools, and preschools. Nationally, about 38% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring employee referrals. Most also recruit applicants through newspaper advertisements. Many fill openings by hiring unsolicited applicants. Some fill openings by hiring referrals from schools and training programs and/or colleges and universities.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.66)
 - Knowledge of human behavior and performance, mental processes, psychological research methods, and the assessment and treatment of behavioral and affective disorders (3.50)
- Skills:**
- Being aware of others' reactions and understanding why they react the way they do (4.00)
 - Talking to others to effectively convey information (4.00)
 - Listening to what other people are saying and asking questions as appropriate (3.66)
- Abilities:**
- The ability to communicate information and ideas in speaking so others will understand (4.00)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (3.80)
 - The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. (3.40)

Career Path for Child Care Workers

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Teacher Aide or Assistant Child Care Workers Post-secondary training \$9.18/hr	Preschool Teacher Preschool Teachers, Except Special Education Post-secondary training \$11.51/hr	Lead or Head Teacher	Director Education Administrators, Preschool and Child Care Center/Program Bachelor + work exp \$20.92/hr
		Program Manager or Assistant Director	

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Flight Attendants	Short-term OJT	—
Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	Short-term OJT	\$7.52
Child Care Workers	Post-secondary training	\$9.18
Home Health Aides	Post-secondary training	\$9.75
Physical Therapist Aides	Moderate-term OJT	\$11.09
Adjustment Clerks	Short-term OJT	\$15.03
Bailiffs	Moderate-term OJT	\$15.58
License Clerks	Moderate-term OJT	\$17.02
Psychiatric Technicians	Associate degree	\$17.43
Licensed Practical and Licensed Vocational Nurses	Post-secondary training	\$18.05
Physical Therapist Assistants	Associate degree	\$20.16

Sources:

*Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
 California Employment Development Department OES Program (hourly wages for California)*

Career Dialogue with Christina Burrell

What are some of the job titles you've held previously in this career field?

I have been an assistant teacher, a teacher, a head teacher, program director, pre-school director, and executive director.

What kind of work do you do in your current job and what do you do in a typical day?

I am currently the executive director. My responsibilities include program planning and supervision of staff teachers. My responsibilities also include being the primary contact for parents, bill paying, and general oversight. I also take care of the needs of the children, for example, if they get hurt, or if they are having a bad day, I try to be there for them to soothe them and make them feel better. I take care of safety issues and general custodial work as needed. In my typical day I answer phones, escort parents, sign children in and out, assist teachers, and do general plant operations.

What was it that attracted you to this work?

I think the bottom line for me is that I like to work with children in whatever capacity I can.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

You should have knowledge in child development. You need people skills and good communication skills. Since this job is like running a small business, you need to be a generalist knowing how to do budgeting, trouble-shooting, and general maintenance. You need to be resourceful in getting things done for the children.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

I would strongly recommend that someone get a hands-on internship. I would also suggest that you volunteer at a school or day care. It is important to get classroom experience working with children. This job is not for everyone, and you need to recognize your ability and desire to work in this occupation early on.

What is it that keeps you wanting to do this kind of work?

Again, I like working with the children.

What qualities make for an exceptional Child Care Worker?

You need to be compassionate, like working with children, and have common sense. You need to be the type of person who is willing to make sacrifices, especially for the children, and you need to have good time management skills.

Computer Engineers

Includes software engineers.

Computer Engineers analyze data processing requirements to plan EDP systems to provide system capabilities required for projected workloads. They plan layout and installation of new systems or modification of existing systems. They may set up and control analog or hybrid computer systems to solve scientific and engineering problems (OES 221270).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$6.25 - \$19.18/hr	\$15.00/hr
New Hires/Exp'd:	\$8.25 - \$35.96/hr	\$20.00/hr
Exp'd/After 3 Years:	\$14.00 - \$47.95/hr	\$35.00/hr

Hours: Almost all jobs are 40-60 hours per week.

Benefits: EMPLOYER PAID: Most employers provide medical insurance. Of the employers surveyed, all report that they provide a vacation. Almost all provide sick leave. Many also provide a retirement plan and dental insurance. Some provide life and vision insurance. SHARED COST: Some employers provide medical insurance and other benefits, including vision insurance, a retirement plan, and dental insurance.

Training, Experience, and Other Requirements

License:	None
Education:	Many employers require a bachelor degree for job entry. Some are willing to accept a high school level education. Some others require an associate degree.
Experience:	Many employers do not require prior experience. Many others require 6-36 months of prior experience. Many employers are willing to accept training as a substitute for experience.
Training:	Most employers report that spreadsheet skills are important. Many also report that word processing and database skills are important. Some report that C++ and Java programming skills are important. Refer to Computer Engineers in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Large. There are approximately 1,870 - 2,290 computer engineers currently employed in the North Bay Counties. Local surveys indicate about 25% are female.

Employment Trends

The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 90-110 job openings are projected per year due to a net increase in occupation size. About 10-15 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, computer systems analysts, engineers, and scientists are expected to be the fastest growing occupations through 2008.

Other Information

Where the Jobs Are: Computer hardware and software manufacturers and computer programming services. Nationally, about 5% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring employee referrals. Many also recruit applicants through newspaper advertisements and/or recruit applicants through internet job listings. Some fill openings by hiring referrals from colleges and universities and/or through word-of-mouth.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (5.00)
 - Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (4.33)
 - Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (4.33)
- Skills:**
- Analyzing needs and product requirements to create a design (4.66)
 - Using mathematics to solve problems (4.50)
 - Writing computer programs for various purposes (4.33)
- Abilities:**
- The ability to read and understand information and ideas presented in writing (4.83)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (4.50)
 - The ability to combine separate pieces of information, or specific answers to problems, to form general rules or conclusions. It includes coming up with a logical explanation for why a series of seemingly unrelated events occur together. (4.50)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important
Software Engineers, Applications)

*Source: O*NET Database version 3.0 (Computer*

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 15 employers surveyed representing 146 employees in this occupation.

Career Path: Computer Engineers

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Intern	Programmer Computer Programmers Bachelor degree \$32.96/hr	Senior Programmer	Project Manager Computer and Information Systems Managers Bachelor + work exp \$44.34/hr
		Software Engineer Computer Software Engineers, Applications Bachelor degree \$39.47/hr	Product Developer

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Computer Support Specialists	Work experience	\$22.49
Industrial Safety and Health Engineers	Bachelor degree	\$26.35
Network and Computer Systems Administrators	Bachelor degree	\$28.65
Computer Systems Analysts	Bachelor degree	\$31.76
Computer Programmers	Bachelor degree	\$32.96
Electrical Engineers	Bachelor degree	\$35.33
Physicists	Doctoral degree	\$38.88
Computer Software Engineers, Systems Software	Bachelor degree	\$38.93
Computer Software Engineers, Applications	Bachelor degree	\$39.47
Computer Hardware Engineers	Bachelor degree	\$39.67
Computer and Information Systems Managers	Bachelor + work exp	\$44.34

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)

California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Ron Anderson

What is your job title?

My title is software engineer/programmer.

What kind of work do you do?

I hire out to people and get an idea for software or programming they'd like to see happen on their computer. They tell me what they want, and I sit down and design it for them. I'm also extensively involved in the programming and implementation of what's designed.

What are the things that attracted you to this type of work?

I've always had this creative ability to come up with ideas. Originally, I wanted to be a cinematographer, but that didn't quite work out; the movie industry wasn't quite what I had thought it was going to be. Then I just kind of stumbled across computers. My very first computer was a Commodore 64. I played on that for about a half an hour and I was hooked!

What kind of things do you do at work (skills)?

You want to be proficient in math for times when you're building functions. Know how to type: life goes a lot faster if you can. Reading's essential if you want to keep up on the latest and greatest; I read the trade magazines and programming books to keep my ideas current. You also need to know how to quickly get to the part of a book that holds answers to your programming questions. Analytical thought plays a major part in considering what the end users would like, what the computer is capable of doing, and making the two factors work together. A good sense of aesthetic is necessary in designing a user-friendly screen; if your interface is hard to use, the end user is going to determine that your software is not very good. This is crucial as to whether software will be successful or not. Knowledge of hardware is important, because you'll need to consider if the client's hardware is going to be able to run the software you're building.

If you were starting over to be a software engineer, knowing what you know now, how would you better prepare yourself?

If I ever got that opportunity, I'd start learning at a younger age. But for the most part, I'd probably do it about the same. I might look for somebody who's been doing it for a while and go through an apprenticeship process to get through the rough spots. Whether you have a degree or not, technology changes so rapidly that what you're doing today may not be supported tomorrow.

What keeps you wanting to do this type of work?

I like the positive feedback from users. I take the negative too because that leads me to change things in the software for the better. I like to think that an idea I have can be turned into something tangible. A product that I finished and completed and that people are using gives me satisfaction.

What qualities make an exceptional Software Engineer?

Having a good sense of the end user, strong analytical ability, good taste when designing an interface, and a realization that you won't be able to please everyone.

Computer Network Administrators and Managers

Computer Network Administrators and Managers direct and oversee a firm's computer network and its related computing environments, including hardware, software, and all configurations. The network may be a Local Area Network (LAN) or a Wide Area Network (WAN) or both. They may make recommendations or make decisions regarding the purchase of equipment and report the fiscal impact to other company managers. They often plan and track projects, write proposals, and troubleshoot operating system software and hardware. They often manage a team of analysts and technicians, although in smaller companies they may work independently (Mod. DOT 031.262-999).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	—	—
New Hires/Exp'd:	\$14.92 - \$36.44/hr	\$24.76/hr
Exp'd/After 3 Years:	\$19.18 - \$35.77/hr	\$28.00/hr

Hours: Most jobs are 40-50 hours per week.

Benefits: Paid by:	Employer		Shared		Employee	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance	■■■	—	■■■	—	□	—
Dental Insurance	■■■■	—	■■	—	□	—
Vision Insurance	■■■	—	■	—	□	—
Life Insurance	■■■■■	—	□	—	■	—
Sick Leave	■■■■	—	■	—	□	—
Vacation	■■■■■	—	■	—	□	—
Retirement	■■■	—	■■	—	■	—
Child Care	■	—	□	—	■	—

■■■■■■ = All (100%) ■■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)
 □ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Many employers require an associate or bachelor degree for job entry. Some employers are willing to accept a high school diploma or equivalent.

Experience: Almost all employers require 1-5 years of prior experience. A few employers are willing to accept training as a substitute for experience.

Training: Most employers report that word processing skills are important. Many also report that spreadsheet and database skills are important. Some report that desktop publishing is important. Refer to Computer Network Administrators in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Small. There are approximately 150-300 computer network administrators currently employed in the North Bay Counties. Local surveys indicate about 10% are female. A few jobs are union.

Employment Trends

Insufficient data; however, most employers surveyed expect their employment for this occupation to remain stable. Insufficient data to estimate separations (workers retiring or leaving the occupation). Nationwide, employment of computing professionals is expected to increase much faster than average for all occupations through the year 2008.

Other Information

Where the Jobs Are: In a wide variety of organizations that have computer network systems. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements and/or fill openings by hiring employee referrals. Many also fill openings by hiring referrals from colleges and universities. Some fill openings through in-house promotion or transfer and/or by hiring referrals from employment agencies. Some also recruit applicants through internet job listings.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (4.58)
 - Knowledge of principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods (3.50)
 - Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems (3.45)
- Skills:**
- Systems analysis skills are important in determining how a system should work. This skill is also used to figure out how changes in conditions, operations, and the environment will affect outcomes. (4.67)
 - Analyzing needs and product requirements to create a design (4.58)
 - Systems evaluations skills are used in identifying the measures or indicators of system performance. It is also vital in deciding what actions are needed to improve or correct performance, relative to the goals of the system. (4.58)
- Abilities:**
- The ability to read and understand information and ideas presented in writing (4.00)
 - The ability to apply general rules to specific problems to come up with logical answers. It involves deciding if an answer makes sense. (3.83)
 - The ability to combine separate pieces of information, or specific answers to problems, to form general rules or conclusions. It includes coming up with a logical explanation for why a series of seemingly unrelated events occur together. (3.75)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important
(www.skillmatrixnetwork.com)

Source: Skill Matrix Network

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2001: 15 employers surveyed representing 22 employees in this occupation.

Career Path for Computer Network Administrators and Managers

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Computer Network Technician Post-secondary training	Network Administrator Bachelor degree \$28.65/hr	IT Manager or Director Computer and Information Systems Managers Bachelor + work exp \$44.34/hr	Executive Management
Computer Service Tech Data Processing Equipment Repairers Post-secondary training \$16.89/hr	Systems Analyst Computer Systems Analysts Bachelor degree \$31.76/hr	Computer Engineer Computer Software Engineers, Systems Software Bachelor degree \$38.93/hr	
Help Desk Tech or Customer Service Rep Computer Support Specialists Work experience \$22.49/hr	Computer Programmer Computer Programmers Bachelor degree \$32.96/hr		

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Computer Network Technicians	Post-secondary training	—
Network and Computer Systems Administrators	Bachelor degree	\$28.65
Computer Support Specialists	Work experience	\$22.49
Industrial Engineering Technicians	Associate degree	\$23.62
Medical and Clinical Laboratory Technologists	Bachelor degree	\$26.12
Civil Engineers	Bachelor degree	\$31.15
Computer Programmers	Bachelor degree	\$32.96
Electrical Engineers	Bachelor degree	\$35.33
Computer Software Engineers, Systems Software	Bachelor degree	\$38.93
Computer Software Engineers, Applications	Bachelor degree	\$39.47
Computer Hardware Engineers	Bachelor degree	\$39.67

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Mitchell S. Ablove

What are some of the job titles you've held previously in this career field?

I have been working in this industry since 1982 and I have held many different titles. My first job was as a peripheral equipment operator. Some other titles that I have held are: vice-president for a small telephone company in the management and information systems division, and then I was a systems engineer for a vertical market software company. I spent many years providing software support and supporting end users. In 1993 I became an office automation support specialist.

What kind of work do you do in your current job and what do you do in a typical day?

We have 250 users which we are responsible for supporting. So, a typical day might include providing user support and assistance to people who can't sign on or need help with their passwords. I also configure printers, set up new users, and work with the e-mail exchange. As the supervisor, I coordinate the work of my staff and assist with prioritizing. Depending on the time of the year, I assist with the budgeting for PC's, printers, and network equipment and file servers. I analyze the computer needs for the company, and provide cost estimates and purchasing. I investigate new technologies as needed and do research on this industry.

What was it that attracted you to this work?

I knew that the computer industry was going to be the hot industry to work in for the future. I went with the evolution of the personal computers.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

The ability to not get frazzled, to multi-task, and to manage multiple things at once. You need to be able to think logically, explain things in non-technical terms, and have the ability to work with people, to be polite and relate well to people. You should be familiar with the PC and how they work and how the software works. You need to understand the concepts of the network and how the different pieces go together. You have to like computers and you have to like working with people.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

Employers want to see that you have some type of current certification in the industry. They also like to see people who have actual experience doing the work.

What is it that keeps you wanting to do this kind of work?

I like doing this work and I like the people I work with. I like helping people and knowing that I have made a difference. This job also pays a lot of money and I have great benefits.

What qualities make for an exceptional Computer Network Administrator?

An exceptional Computer Network Administrator doesn't get frazzled. They are always polite in public, have the ability to take initiative and to stick around until the job gets done. You should have a flexible lifestyle since you often have to work late hours, weekend hours and during the evening. You cannot expect to get a lot of reinforcement; you must be able to work independently. You also must have good investigation skills and understand how to methodically pick apart a problem. You need excellent investigation and troubleshooting skills.

Computer Network Technicians

Computer Network Technicians install and maintain personal computers and connect them to Local and/or Wide Area Networks (LANs/WANs). Technicians perform troubleshooting, diagnosis, and repair of computers and peripheral equipment; they also work on network related hardware and software problems. They may assign passwords, use manuals, maintain a variety of logs and communicate with network managers or others about specific system problems. In addition, they may provide training and education to other staff on network operations, applications, and usage (Modified DOT 033.162-996).

Wages and Benefits

	Union	Median	Non-Union	Median
New Hires/Inexp'd:	—	—	—	—
New Hires/Exp'd:	\$14.38 - \$21.86/hr	\$18.89/hr	\$11.99 - \$33.56/hr	\$19.18/hr
Exp'd/After 3 Years:	\$16.95 - \$28.77/hr	\$24.03/hr	\$16.50 - \$38.36/hr	\$26.37/hr

Hours: Almost all jobs are 40 hours per week.

Benefits:	Paid by:	Employer		Shared		Employee	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance		■■■■■	—	■■■	—	□	—
Dental Insurance		■■■	—	■■■	—	□	—
Vision Insurance		■■■■■	—	■	—	□	—
Life Insurance		■■■	—	■	—	□	—
Sick Leave		■■■■■	—	□	—	□	—
Vacation		■■■■■	—	□	—	□	—
Retirement		■■■	—	■■■	—	■	—
Child Care		■	—	□	—	□	—

■■■■■■ = All (100%) ■■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)
 □ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Most employers require a high school diploma or equivalent for job entry. Some others require an associate degree or bachelor degree.

Experience: Almost all employers require 1-3 years of prior experience. A few employers are willing to accept training as a substitute for experience.

Training: Many employers require technical or vocational training prior to employment. Almost all employers report that word processing, spreadsheet, and database skills are important. Some also report that desktop publishing skills are important. Refer to Computer Network Technicians in the Occupation-Training Index for information on related training programs.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
 CCOIS survey data collected in 2001: 15 employers surveyed representing 75 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Small. There are approximately 250-400 computer network technicians currently employed in the North Bay Counties. Local surveys indicate about 25% are female. Many jobs are union.

Employment Trends

Insufficient data; however, many employers surveyed expect their employment for this occupation to remain stable. Insufficient data to estimate separations (workers retiring or leaving the occupation). Nationwide, employment of computing professionals is expected to increase much faster than average for all occupations through the year 2008.

Other Information

Where the Jobs Are: In a wide variety of organizations that have computer network systems.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements and/or fill openings by hiring employee referrals. Many also fill openings by hiring referrals from colleges and universities and/or recruit applicants through internet job listings. Some fill openings through in-house promotion or transfer and/or by hiring referrals from schools and training programs.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (4.92)
 - Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems (3.33)
 - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (3.25)
- Skills:**
- Determining what is causing an operating error and deciding what to do about it (4.67)
 - Installing equipment, machines, wiring, or programs to meet specifications (4.58)
 - Systems analysis skills are important in determining how a system should work. This skill is also used to figure out how changes in conditions, operations, and the environment will affect outcomes. (4.50)
- Abilities:**
- The ability to apply general rules to specific problems to come up with logical answers. It involves deciding if an answer makes sense. (3.83)
 - The ability to efficiently shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources) (3.67)
 - The ability to read and understand information and ideas presented in writing (3.67)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important
(www.skillmatrixnetwork.com)

Source: Skill Matrix Network

Career Path for Computer Network Technicians

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Computer Network Technician Post-secondary training	Network Administrator Bachelor degree \$28.65/hr	IT Manager or Director Computer and Information Systems Managers Bachelor + work exp \$44.34/hr	Executive Management
Computer Service Tech Data Processing Equipment Repairers Post-secondary training \$16.89/hr	Systems Analyst Computer Systems Analysts Bachelor degree \$31.76/hr	Computer Engineer Computer Software Engineers, Systems Software Bachelor degree \$38.93/hr	
Customer Service Rep or Help Desk Tech Computer Support Specialists Work experience \$22.49/hr	Computer Programmer Computer Programmers Bachelor degree \$32.96/hr		

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Computer Network Technicians	Post-secondary training	—
Chemical Equipment Controllers and Operators	Moderate-term OJT	\$14.74
Electronic Home Entertainment Equipment Installers and Repairers	Post-secondary training	\$15.00
Broadcast Technicians	Post-secondary training	\$19.65
Electrical and Electronics Repairers, Commercial and Industrial Equipment	Post-secondary training	\$19.73
Computer Support Specialists	Work experience	\$22.49
Aviation Inspectors	Work experience	\$25.75
Railroad Inspectors	Work experience	\$25.75
Orthotists and Prosthetists	Post-secondary training	\$27.84
Network and Computer Systems Administrators	Bachelor degree	\$28.65
Electrical Engineers	Bachelor degree	\$35.33

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Jerome Palompo

What are some of the job titles you've held previously in this career field?

I am currently a systems administrator. Previous experience includes documentation specialist, MIS technician, senior MIS technician, and software support.

What kind of work do you do in your current job and what do you do in a typical day?

I troubleshoot the network, deal with people issues, assign priorities to my team, and design and implement projects. I start my day by checking voicemail and email for issues, or problems that need immediate attention. I review the status of projects in the works, address trouble shooting issues. My day can also include personnel functions such as interviewing candidates for job openings, and training.

What was it that attracted you to this work?

I like to play with "toys". I like to get my hands on the latest technology. I have been intrigued ever since I was a child with trying to figure out how computers work and how technology in general works. It continues to this day with the advancement in electronic security, communications, and the internet.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

I think that a person should have a dynamic mind and heart. What I mean by that is that you can't be set in your ways. Technology is always changing, and you need to be able to adapt easily to change. They should not be afraid to work under pressure. They should have the desire to figure out new technology. They need to be tolerant of personnel behavior, machine behavior. A great deal of patience is required as well as the ability to think logically.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

I would definitely recommend college. You need to learn how to learn. Take your core classes and identify your passion. Once you recognize your passion you need to run with it.

What is it that keeps you wanting to do this kind of work?

I love the dynamic nature of technology. It is interesting to me to see the different levels of user tolerance as they embrace or reject new technology, and how effective I am in that process. I also like to be on the leading edge of technology.

What qualities make for an exceptional Computer Network Technician?

A person should have a no-limits attitude. They should be able to think outside the box, be open-minded and have an open attitude when figuring out solutions. They should also have some courage to try new things.

Computer Programmers - Including Aides

Includes software engineers.

Computer Programmers, Including Aides, convert symbolic statements of administrative data, business, scientific, engineering, and other technical problem formulations into detailed logical flow charts for coding into computer language. They develop and write computer programs to store, locate, and retrieve specific documents, data, and information (OES 251051).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	—	—
New Hires/Exp'd:	\$17.26 - \$40.75/hr	\$29.73/hr
Exp'd/After 3 Years:	\$18.00 - \$59.93/hr	\$35.10/hr

Hours: Almost all jobs are 40-55 hours per week.

Benefits: EMPLOYER PAID: Most employers provide medical insurance. Almost all provide a vacation and sick leave. Many also provide a retirement plan, dental, vision, and life insurance. SHARED COST: Some employers provide medical insurance and dental insurance. A few also provide vision insurance and a retirement plan.

Training, Experience, and Other Requirements

License:	None
Education:	Many employers require a bachelor degree for job entry. Some are willing to accept a high school level education.
Experience:	Almost all employers require 1-5 years of prior experience. A few employers are willing to accept training as a substitute for experience.
Training:	Many employers report that word processing, spreadsheet, and database skills are important. Some also report that C++ and Java programming skills are important. A few report that desktop publishing and Visual Basic skills are important. Refer to Computer Programmers in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers, particularly for those with prior experience. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Large. There are approximately 1,670 - 2,040 computer programmers and aides currently employed in the North Bay Counties. Local surveys indicate about 35% are female.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2004. About 35-45 job openings are projected per year due to a net increase in occupation size. About 50-65 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of programmers is expected to grow faster than the average for all occupations through 2008. Jobs for both systems and applications programmers should be plentiful in data processing service firms, software houses, and computer consulting businesses.

Other Information

Where the Jobs Are: Companies involved in developing software or providing related services. Nationally, about 3% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring employee referrals and/or recruit applicants through internet job listings. Some also recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employment agencies.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (5.00)
 - Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (4.33)
 - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (3.83)
- Skills:**
- Writing computer programs for various purposes (4.83)
 - Communicating effectively with others in writing as indicated by the needs of the audience (4.33)
 - Understanding written sentences and paragraphs in work related documents (4.16)
- Abilities:**
- The ability to communicate information and ideas in speaking so others will understand (4.66)
 - The ability to read and understand information and ideas presented in writing (4.50)
 - The ability to communicate information and ideas in writing so others will understand (4.50)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 16 employers surveyed representing 160 employees in this occupation.

Career Path: Computer Programmers, Including Aides

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Intern	Programmer Computer Programmers Bachelor degree \$32.96/hr	Senior Programmer	Product Developer
		Software Engineer Computer Software Engineers, Applications Bachelor degree \$39.47/hr	
		Project Manager Computer and Information Systems Managers Bachelor + work exp \$44.34/hr	

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
First-Line Supervisors, Customer Service	Work experience	\$21.85
Electronic Drafters	Post-secondary training	\$22.01
Chemists	Bachelor degree	\$25.12
Medical and Clinical Laboratory Technologists	Bachelor degree	\$26.12
Database Administrators	Bachelor degree	\$29.97
Computer Systems Analysts	Bachelor degree	\$31.76
Computer Programmers	Bachelor degree	\$32.96
Computer Software Engineers, Systems Software	Bachelor degree	\$38.93
Computer Software Engineers, Applications	Bachelor degree	\$39.47
Computer Hardware Engineers	Bachelor degree	\$39.67
Computer and Information Systems Managers	Bachelor + work exp	\$44.34

Sources:

*Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)*

Career Dialogue with Craig Nielsen

What is your job title?

I am a programmer.

What kind of work do you do?

I design, repair, and create custom software for small businesses.

What are the things that attracted you to this type of work?

It's logical, you get to be a kind of hero, you solve people's problems, and they appreciate your work. There's also very little down time because you're doing popular work and people need what you do. I make their business more efficient.

What kind of things do you do at work (skills)?

I meet with the client(s) and get to know what it is that they're doing, where they'd like to be, and see if there's something that I can do. Usually, I can do more than they really expect, so, again it gets kind of surprising and you can be a hero in the end. I then give them some training, get them up and running, and then I'm done.

If you were starting over to be a computer programmer, knowing what you know now, how would you better prepare yourself?

I would have gone about it the same way that I did before. I worked a lot of off time hours and I am genuinely interested in my work. I worked on my own and tried a little programming; I got to know all the programs that were out there and what people liked about them. And I really came to understand how businesses use computers to integrate with people, and that the two are like oil and water sometimes.

What keeps you wanting to do this type of work?

The appreciation that I get from people. It pays well, but what's more is when you walk in, you're making something that people need and want. You're not doing some menial task that's going to get lost and forgotten soon. And you never have to be in a down line unless you're not doing your job.

What qualities make an exceptional computer programmer?

Analytical thinking, I would say, and the ability to take a human concept with emotion and translate that into a purely logical approach that won't violate the human side of the process. You need to genuinely be interested in it to put in the amount of time that it takes to be a good programmer. If you're not able to do that you will be fighting it all the way.

Computer Support Specialists

Computer Support Specialists provide technical assistance and training to computer system users. Investigate and resolve computer software and hardware problems of users. Answer clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, word processing, programming languages, electronic mail, and operating systems (OES 251040).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$8.00 - \$20.00/hr	\$14.38/hr
New Hires/Exp'd:	\$10.00 - \$25.00/hr	\$16.78/hr
Exp'd/After 3 Years:	\$13.42 - \$30.00/hr	\$20.00/hr

Hours: Most jobs are 40-50 hours per week. Some jobs are part-time, temporary, or on-call, ranging from 10-25 hours per week.

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Almost all provide a vacation. Most provide sick leave. Many also provide dental insurance, a retirement plan, and vision insurance. Some provide life insurance. SHARED COST: Many employers provide medical insurance. Some also provide dental and life insurance. A few provide vision insurance and a retirement plan. For part-time employees: A few employers provide benefits.

Training, Experience, and Other Requirements

License:	None
Education:	Many employers require a high school diploma or equivalent for job entry. Some require an associate degree.
Experience:	Many employers do not require prior experience. Many others require 6-48 months of prior experience. Some employers are willing to accept training as a substitute for experience.
Training:	Most employers report that word processing and spreadsheet skills are important. Many also report that database skills are important. Refer to Computer Support Specialists in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover estimated to be high (30-39%). This turnover rate does not include temporary/on-call employment.

Size of Occupation

Large. There are approximately 1,335 - 1,630 computer support specialists currently employed in the North Bay Counties. Local surveys indicate about 25% are female.

Employment Trends

The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 75-95 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, within the computer and data processing services industry, projected growth varies by sector. Among the fastest growing sectors should be client-server applications, consulting and integration services, prepackaged software, and end-user support. The demand for networking and the need to integrate new technologies will drive the demand for consulting and integration. Advances in software technology and expanding Internet usage will increase the need for software support and services.

Other Information

Where the Jobs Are: In a variety of industries, including computer and data processing services, educational institutions, and manufacturers/retailers of computer equipment. Nationally, about 1% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring employee referrals, recruit applicants through newspaper advertisements, and/or through internet job listings. Some also fill openings by hiring referrals from colleges and universities and/or fill openings by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (4.20)
 - Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (3.00)
 - Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (2.80)
- Skills:**
- Determining what is causing an operating error and deciding what to do about it (4.83)
 - Conducting tests to determine whether equipment, software, or procedures are operating as expected (4.83)
 - Analyzing needs and product requirements to create a design (4.83)
- Abilities:**
- The ability to read and understand information and ideas presented in writing (4.40)
 - The ability to communicate information and ideas in speaking so others will understand (4.40)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (4.40)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 17 employers surveyed representing 71 employees in this occupation.

Career Path: Computer Support Specialists

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Technician Computer Support Specialists Work experience \$22.49/hr	Supervisor	Help Desk Manager Computer and Information Systems Managers Bachelor + work exp \$44.34/hr	Engineer Computer Software Engineers, Applications Bachelor degree \$39.47/hr
		Programmer Computer Programmers Bachelor degree \$32.96/hr	

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Computer Network Technicians	Post-secondary training	—
Computer Support Specialists	Work experience	\$22.49
First-Line Supervisors/Managers of Mechanics, Installers, and Repairers	Work experience	\$25.88
Marine Engineers	Bachelor degree	\$27.49
Surveyors	Bachelor degree	\$27.57
Network and Computer Systems Administrators	Bachelor degree	\$28.65
Network Systems and Data Communications Analysts	Bachelor degree	\$32.52
Chemical Engineers	Bachelor degree	\$34.69
Computer Software Engineers, Systems Software	Bachelor degree	\$38.93
Computer Software Engineers, Applications	Bachelor degree	\$39.47
Computer Hardware Engineers	Bachelor degree	\$39.67

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Judie Smith

What is your job title?

My job title is associate information systems analyst and system administrator.

What kind of work do you do?

I do desktop computer support, which includes PCs and laptops. I also manage and am responsible for the support of about half of the sixteen servers that we have on-site. The servers serve up files for the end-users to access and one server is used as a gateway to our connection to the mainframe. We also have a Microsoft Exchange e-mail server, print server, and two remote access servers.

What are the things that attracted you to this type of work?

My aptitude for one and the logical way that computers work. I have a strong logical side that works real well troubleshooting. When something doesn't work being able to get it to work you really have a sense of accomplishment.

What kind of things do you do at work (skills)?

The skill that I use the most is my troubleshooting skills with regard to desktop support and laptop support. A lot of it is hardware support, like when a piece of equipment or a component in one of the computers dies then we do some diagnostics and determine what the problem is. We repair it on-site if we can. The other thing that we do, which is probably even more primary, is software support, which is usually end-user education. The end-user tries to do things and then the program doesn't work so they call us and we tell them to try this or try that.

If you were starting over to be a computer support specialist, knowing what you know now, how would you better prepare yourself?

I sort of fell into this type of work and realized I had an aptitude and I liked it. I had the unusual opportunity to finish my degree after I was working in the field. I was already in the process of going to school and getting my general education requirement done. This became part of my workload at my last workplace. So, by knowing that it just sort of geared my major, but as far as better preparing for it I don't know that I would have done it differently.

What keeps you wanting to do this type of work?

Right now I'm what they call a generalist because I use a broad base of skills across a whole bunch of areas. There are times when I don't feel like I'm really good at any one thing. I would really like to specialize in a particular area, like maybe internet web design. Specialized work changes really frequently and I love the change but sometimes I also hate it. Once you learn something, it's obsolete in three months! It's kind of like a double edged sword but the work is very interesting and the people are great too. I really enjoy the variety, there's not much time to be bored.

What qualities make an exceptional Computer Support Specialist?

In this day and age you have to have really strong people skills. There is so much interaction with people and there's so much change in the industry. You also need to have strong logical ability for troubleshooting. Getting from point a to point b in the most succinct manner.

Cooks - Restaurant

Includes line cooks and chefs.

Restaurant Cooks prepare, season, and cook soups, meats, vegetables, desserts, and other foodstuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu (OES 650260).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$7.00 - \$8.00/hr	\$7.00/hr
New Hires/Exp'd:	\$6.75 - \$14.00/hr	\$8.50/hr
Exp'd/After 3 Years:	\$9.00 - \$17.50/hr	\$11.00/hr

Hours: Most jobs are 35-50 hours per week. A few jobs are 15-32 hours per week.

Benefits:	Paid by:		Shared		Employee	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance	■	□	■■■	■	■■	□
Dental Insurance	■	□	■■■	■	■■	□
Vision Insurance	■	□	■■	■	□	□
Life Insurance	■	□	■	□	■	□
Sick Leave	■■	□	□	□	□	□
Vacation	■■■■	□	□	□	■	□
Retirement	□	□	■■	■	□	□
Child Care	□	□	□	□	□	□

■■■■■ = All (100%) ■■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Almost all employers are willing to accept less than a high school level education for job entry. Some require a high school diploma or equivalent.

Experience: Many employers require 6-24 months of prior experience, although some are willing to accept training as a substitute for experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are available. Refer to Cooks – Restaurant in the Occupation-Training Index for information on related training programs.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2001: 15 employers surveyed representing 172 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be high (30-39%).

Size of Occupation

Very large. There are approximately 3,985 - 4,870 restaurant cooks currently employed in the North Bay Counties. Local surveys indicate about 10% are female.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2004. About 125-150 job openings are projected per year due to a net increase in occupation size. About 110-130 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of chefs, cooks, and other kitchen workers is expected to increase about as fast as the average for all occupations through 2008.

Other Information

Where the Jobs Are: Restaurants and hotels (with in-house restaurants), and other eating and drinking places. Nationally, about 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring employee referrals and/or by hiring unsolicited applicants. Most also recruit applicants through newspaper advertisements. Some fill openings by hiring referrals from schools and training programs.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.50)
 - Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (3.16)
 - Knowledge of weaponry, public safety, and security operations, rules, regulations, precautions, prevention, and the protection of people, data, and property (2.83)
- Skills:**
- Determining the kind of tools and equipment needed to do a job (3.16)
 - Inspecting and evaluating the quality of products (3.16)
 - Assessing how well one is doing when learning or doing something (3.00)
- Abilities:**
- The ability to correctly follow a given rule or set of rules in order to arrange things or actions in a certain order. The things or actions can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations (4.33)
 - The ability to remember information such as words, numbers, pictures, and procedures (4.00)
 - The ability to read and understand information and ideas presented in writing (3.83)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

*Source: O*NET Database version 3.0*

Career Path for Cooks - Restaurant

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Dishwasher or Helper Dishwashers Short-term OJT \$6.88/hr	Line Cook Cooks, Restaurant Moderate-term OJT \$10.04/hr	Lead Cook or Chef Chefs and Head Cooks Work experience \$16.06/hr	Restaurant Manager Food Service Managers Work experience \$19.89/hr
Prep Cook Food Preparation Workers Short-term OJT \$8.36/hr	Food Server Waiters and Waitresses Short-term OJT \$7.19/hr (+ tips)		Restaurant Owner

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Musicians, Instrumental	Bachelor degree	—
Hairdressers, Hairstylists, and Cosmetologists	Post-secondary training	\$9.44
Cooks, Restaurant	Moderate-term OJT	\$10.04
Food Batchmakers	Moderate-term OJT	\$10.78
Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Short-term OJT	\$13.21
Electrical and Electronic Inspectors and Testers	Work experience	\$13.27
Materials Inspectors	Work experience	\$13.27
Photographic Processing Machine Operators	Short-term OJT	\$13.79
Printing Press Machine Operators and Tenders	Long-term OJT	\$14.60
Automotive Master Mechanics	Long-term OJT	\$15.53
Water and Liquid Waste Treatment Plant and System Operators	Long-term OJT	\$21.58

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Alan R. Montes

What are some of the job titles you've held previously in this career field?

I have been a sous chef and an executive chef. I started as a line cook and then moved into pantry chef. I have been in this industry since 1968.

What kind of work do you do in your current job and what do you do in a typical day?

I cook on a line, I do a lot of sauté, I cut fish, help in the pantry, I even wash dishes when necessary. I do anything that is asked of me. I also do the ordering for the restaurant.

What was it that attracted you to this work?

My uncle owned nine restaurants when I was a child; I was about eight and knew I wanted to be a chef in a restaurant. In junior high, we had a cooking class for the guys, and that was my first experience directly with cooking and I loved it.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

You need good communication skills; you must be able to reason with people. In the industry today, there is a lot of diversity; you must have the ability to communicate with many different types of people. You must have the ability to use the kitchen devices, including knives. It is also important to be creative and to have the skill to create a dish from scratch.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

I would recommend going to culinary school because you are able to learn so much about the industry, you can also demand more money. You also need to have hands on experience or some type of on the job training. At my restaurant we like to see cooks come in with some experience doing this type of work and having some formal training is an added advantage.

What is it that keeps you wanting to do this kind of work?

My position is familiar to me and I have fun doing this work. I can eat anything I want or make anything I want. Sometimes my boss comes to me and asks me to make a special dish, and I love that. This restaurant is a good environment and has a positive atmosphere; the people I work with are terrific. I am able to try new things and experiment with food and wine; to me these are good benefits.

What qualities make for an exceptional Cook?

You need to have knowledge of many different culinary backgrounds including Seafood, Italian, and Steak House. You must have the ability to learn new things and to work quickly and efficiently. An exceptional Cook knows how to listen to others, and be a team player since so much of this work is a group effort.

Correction Officers and Jailers

Correction Officers and Jailers guard inmates in penal or rehabilitative institutions in accordance with established regulations and procedures. They may guard prisoners in transit between jail, courtroom, prison, or other point, traveling by automobile or public transportation, and may be designated deputy guard. Includes deputy sheriffs who spend the majority of their time guarding prisoners in county correctional institutions (OES 630170).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$15.00 - \$17.01/hr	\$16.33/hr
New Hires/Exp'd:	\$15.00 - \$27.57/hr	\$19.23/hr
Exp'd/After 3 Years:	\$20.00 - \$27.81/hr	\$22.81/hr

Hours: Almost all jobs are 38-40 hours per week.

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Of the employers surveyed, all report that they provide a vacation and sick leave. Almost all provide vision and life insurance. Most provide dental insurance. Many also provide a retirement plan. SHARE COST: Many employers provide medical insurance and a retirement plan. Some provide dental insurance.

Training, Experience, and Other Requirements

License:	Criminal record clearance, including fingerprinting.
Education:	Of the employers surveyed, all report that they require a high school diploma or equivalent for job entry.
Experience:	Of the employers surveyed, all report that they do not require prior experience.
Training:	Employers generally provide on-the-job training for this occupation, although related training programs are available Refer to Correction Officers in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Large. Published projections for this occupation estimate the number of workers at 1,550 - 1,895. However, local surveys indicate approximately 1,770 - 2,160 correction officers and jailers currently employed in the North Bay Counties. Local surveys indicate about 25% are female. Employers report that all jobs are union.

Employment Trends

The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 65-80 job openings are projected per year due to a net increase in occupation size. About 40-50 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of correctional officers is expected to increase much faster than the average for all occupations through 2008, as additional officers are hired to supervise and control a growing inmate population.

Other Information

Where the Jobs Are: State and local government agencies. Nationwide, less than 4% of all correctional officers work in federal facilities. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements and/or through job fairs. Many also recruit applicants through internet job listings. Some fill openings by hiring referrals from the Employment Development Department.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of weaponry, public safety, and security operations, rules, regulations, precautions, prevention, and the protection of people, data, and property (4.20)
 - Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures (2.80)
 - Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process (2.80)
- Skills:**
- Being aware of others' reactions and understanding why they react the way they do (3.80)
 - Talking to others to effectively convey information (3.40)
 - Knowing how to find information and identifying essential information (3.00)
- Abilities:**
- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. (4.40)
 - The ability to use short bursts of muscle force to propel oneself (as in jumping or sprinting), or to throw an object (4.00)
 - The ability to concentrate and not be distracted while performing a task over a period of time (3.80)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

*Source: O*NET Database version 3.0*

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 6 employers surveyed representing 1965 employees in this occupation.

Career Path: Correction Officers and Jailers

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Deputy or Correctional Officer Correctional Officers and Jailers Moderate-term OJT \$22.90/hr	Sergeant	Lieutenant	Captain
			Associate Warden

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Flight Attendants	Short-term OJT	—
Crossing Guards	Short-term OJT	\$8.81
Security Guards	Short-term OJT	\$9.30
Ambulance Drivers and Attendants, Except Emergency Medical Technicians	Short-term OJT	\$12.49
Bill and Account Collectors	Moderate-term OJT	\$14.57
Bailiffs	Moderate-term OJT	\$15.58
Police, Fire, and Ambulance Dispatchers	Moderate-term OJT	\$18.50
Correctional Officers and Jailers	Moderate-term OJT	\$22.90
Motor Vehicle Inspectors	Work experience	\$25.75
Sheriffs and Deputy Sheriffs	Moderate-term OJT	\$25.82
Child Support, Missing Persons, and Unemployment Insurance Fraud Investigators	Bachelor degree	\$29.09

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Bruce Thompson

What is your job title?

Deputy sheriff.

What type of work do you do?

I supervise the custody of inmates. I also search them when they come in and look for contraband and weapons. There are times where I'm acting as sergeant, which means that I supervise and make sure that the books are correct upon release.

What are the things that attracted you to this type of work?

Partially, it's the pay. They have great benefits and I have always had a desire to want to help people.

What are the tasks that you perform at work?

You have to have the ability to be able to talk with people. If you don't have the ability, or can't at some point learn to have the ability to talk to people, you won't be successful in this line of work.

If you were starting over to be a correctional officer, knowing what you know now, how would you better prepare yourself?

Anything that would have sharpened my ability to communicate. Now though, I have an advantage as far as having the ability to talk to people because I have much more life experience than most.

What keeps you wanting to do this type of work?

I have a lot of fun. I work with a bunch of great people and it's a very team oriented atmosphere. We're always looking out for each other and have each other's back. It's like one big huge family.

What qualities, in your opinion, make a good correctional officer?

Maturity. You have to be mature in this line of work because you deal with people from the ages of eighteen to sixty on up. You can't take things personally here. I deal with many different types of criminals. But you can't take their crimes personally because if you do, it will cloud your judgment.

Court Clerks

Court Clerks perform clerical duties in a court of law; prepare the docket of cases to be called; secure information for judges; and contact witnesses, attorneys, and litigants to obtain information for the court (OES 537020).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$15.58 - \$19.77/hr	\$16.26/hr
New Hires/Exp'd:	\$15.74 - \$19.77/hr	\$17.27/hr
Exp'd/After 3 Years:	\$18.70 - \$23.62/hr	\$19.47/hr

Hours: Almost all jobs are 38-40 hours per week.

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Of the employers surveyed, all report that they provide sick leave and a vacation. Most provide dental insurance, vision insurance, and a retirement plan. Many also provide life insurance. SHARED COST: Many employers provide medical insurance and life insurance. Some also provide dental insurance, vision insurance, child care benefits, and a retirement plan.

Training, Experience, and Other Requirements

License:	None
Education:	Of the employers surveyed, all report that they require a high school diploma or equivalent for job entry.
Experience:	Of the employers surveyed, all report that they do not require prior experience.
Training:	Of the employers surveyed, all report that word processing skills are important. Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Small. There are approximately 85-105 court clerks currently employed in the North Bay Counties. Local surveys indicate about 95% are female. Employers report that all jobs are union.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, overall employment of court reporters, medical transcriptionists, and stenographers is projected to grow about as fast as the average for all occupations through 2008.

Other Information

Where the Jobs Are: Government agencies. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements, fill openings by hiring referrals from the Employment Development Department, and/or through in-house promotion or transfer. Some fill openings by hiring unsolicited applicants. Some also recruit applicants through internet job listings.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (4.33)
 - Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process (4.16)
 - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (3.50)
- Skills:**
- Understanding written sentences and paragraphs in work related documents (3.83)
 - Finding ways to structure or classify multiple pieces of information (3.83)
 - Listening to what other people are saying and asking questions as appropriate (3.66)
- Abilities:**
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.00)
 - The ability to make fast, simple, repeated movements of the fingers, hands, and wrists (4.00)
 - The ability to communicate information and ideas in writing so others will understand (4.00)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

*Source: O*NET Database version 3.0*

*Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 4 employers surveyed representing 88 employees in this occupation.*

Career Path: Court Clerks

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
File Clerk Short-term OJT \$10.74/hr	Supervising Court Clerk	Law Clerk Professional degree \$16.37/hr	Judge Judges, Magistrate Judges, and Magistrates Professional degree \$43.63/hr
Court Clerk Short-term OJT \$17.02/hr			Lawyer Professional Degree \$50.42/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Hotel, Motel, and Resort Desk Clerks	Short-term OJT	\$9.28
Travel Clerks	Short-term OJT	\$13.08
Correspondence Clerks	Moderate-term OJT	\$13.73
Medical Records and Health Information Technicians	Associate degree	\$14.23
Medical Secretaries	Post-secondary training	\$14.34
Tax Preparers	Bachelor degree	\$15.38
Law Clerks	Professional degree	\$16.37
Human Resources Assistants, Except Payroll and Timekeeping	Short-term OJT	\$16.72
Court Clerks	Short-term OJT	\$17.02
Municipal Clerks	Short-term OJT	\$17.02
Tax Examiners, Collectors, and Revenue Agents	Bachelor degree	\$24.65

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Evelyn Pedroia

What is your job title?

I am a senior lead clerk for the Yolo County Superior Court.

What kind of work do you do?

I take care of the minutes of the court proceedings, maintain complete and accurate records, maintain a calendar, data input- basically everything that's done in the courtroom. Then I go into a computer and record it there as well. I maintain the files, do jury trials, exhibits for jury trials, etc. I am a judge's right hand.

What are the things that attracted you to this type of work?

I started here 13 years ago and I was interested in law. So I started with the county and was fortunate enough to get a position as legal processor, which is different than courtroom clerk. After two years as a legal processor I became courtroom clerk for the juvenile division.

What kind of things do you do at work (skills)?

I take down everything that happens in court. I answer questions relating to court procedures for the public over the phone. For instance, we get phone calls every day regarding 'when is my next court date?' 'where do I have to be? What department?' I also have attorneys calling with various questions. I help maintain files for each individual for the courts. When we go in, we check for accuracy and make sure documents that are supposed to be in the files are present. That way when the judge gets up on the bench, everything's there for him/her. I have to be accurate, have good spelling, grammar, typing, computer skills, people skills, and vocation skills.

If you were starting over to be a court clerk, knowing what you know now, how would you better prepare yourself?

I don't think I would prepare...again, grammar, communication, basically secretarial skills; we throw that in because the process here is a matter of learning. If you have some legal background that's great. Legal verbiage is very different from any other verbiage. Be open to learning, asking questions, and accepting training.

What keeps you wanting to do this type of work?

I love my job. I love the people that I work with. The job that I do is very important. Literally, not so much me maybe, but the bench; you've got someone's life in your hands. And if your records aren't accurate, it can really mess up somebody's life. I like it because it's very organized. I'm a perfectionist and to me this is a great job.

What qualities make an exceptional court clerk?

Somebody who's very organized. Somebody who's personable and people-oriented. You deal with the public everyday. You need to be able to distinguish issues of confidentiality. You should be very conscious of doing everything that's supposed to be done in a timely manner and as accurately as possible. You should also be very community and people oriented.

Data Processing Equipment Repairers

Also known as computer service technicians.

Data Processing Equipment Repairers repair, maintain, and install electronic computers (mainframes, minis, and micros), peripheral equipment, and word processing systems. Does not include non-data processing equipment repairers (OES 857050).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	—	—
New Hires/Exp'd:	\$8.00 - \$23.97/hr	\$14.86/hr
Exp'd/After 3 Years:	\$13.00 - \$33.56/hr	\$20.00/hr

Some computer service technicians may also receive bonuses or commissions.

Hours: Almost all jobs are 40 hours per week.

Benefits:	Paid by:		Shared		Employee	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance	■■■■■	□	■■	□	□	■
Dental Insurance	■■■	■	■■	□	□	■
Vision Insurance	■■■	□	■■	□	□	■
Life Insurance	■■	□	■	□	□	■
Sick Leave	■■■■■	■	■	□	■	□
Vacation	■■■■■	■	■	□	□	□
Retirement	■	□	■■	□	■	□
Child Care	□	□	■	□	□	□

■■■■■■ = All (100%) ■■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Some employers require a high school diploma or equivalent for job entry. Some require an associate degree. Some others are willing to accept less than a high school level education.

Experience: Most employers require 6-48 months of prior experience. A few employers are willing to accept training as a substitute for experience.

Training: Some employers require technical or vocational training prior to employment. Most employers report that word processing skills are important. Many also report that database skills are important. Some report that spreadsheet skills are important. Refer to Computer Service Technicians in the Occupation-Training Index for information on related training programs.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%) CCOIS survey data collected in 2001: 13 employers surveyed representing 62 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Small. There are approximately 100-150 computer service technicians currently employed in the North Bay Counties. Local surveys indicate about 15% are female.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2004. Less than 5 job openings are projected per year due to a net increase in occupation size. Less than 5 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of computer, automated teller, and office machine repairers is expected to grow much faster than the average for all occupations through 2008.

Other Information

Where the Jobs Are: Computer manufacturers, wholesalers, and retailers. Nationally, about 9% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring employee referrals. Many also recruit applicants through internet job listings. Some recruit applicants through newspaper advertisements and/or fill openings through in-house promotion or transfer. Some also fill openings by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (5.00)
 - Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (3.83)
 - Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems (3.33)
- Skills:**
- Conducting tests to determine whether equipment, software, or procedures are operating as expected (4.66)
 - Repairing machines or systems using the needed tools (4.66)
 - Determining what is causing an operating error and deciding what to do about it (4.50)
- Abilities:**
- The ability to combine separate pieces of information, or specific answers to problems, to form general rules or conclusions. It includes coming up with a logical explanation for why a series of seemingly unrelated events occur together. (4.33)
 - The ability to see details of objects at a close range (within a few feet of the observer) (4.33)
 - The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. (4.33)

Career Path for Data Processing Equipment Repairers

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Intern, Helper or Assembler Electrical and Electronic Equipment Assemblers Post-secondary training \$11.90/hr	Computer Service Tech Data Processing Equipment Repairers Post-secondary training \$16.89/hr	Computer Network Engineer	IT Manager or Director Computer and Information Systems Managers Bachelor + work exp \$44.34/hr
	Computer Network Technician Post-secondary training	Network Administrator Bachelor degree \$28.65/hr	Computer Engineer Computer Software Engineers, Systems Software Bachelor degree \$38.93/hr
	Customer Service Rep or Help Desk Tech Computer Support Specialists Work experience \$22.49/hr	Systems Analyst Computer Systems Analysts Bachelor degree \$31.76/hr	

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Electrical and Electronic Inspectors and Testers	Work experience	\$13.27
Materials Inspectors	Work experience	\$13.27
Automotive Master Mechanics	Long-term OJT	\$15.53
Machinists	Long-term OJT	\$16.17
Data Processing Equipment Repairers	Post-secondary training	\$16.89
Electro-Mechanical Technicians	Work experience	\$19.15
Aircraft Engine Specialists	Post-secondary training	\$19.22
Industrial Machinery Mechanics	Long-term OJT	\$20.89
Avionics Technicians	Post-secondary training	\$21.72
Electric Meter Installers and Repairers	Long-term OJT	\$22.41
Electricians	Long-term OJT	\$22.81

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Mark Eggan

What are some of the job titles you've held previously in this career field?

I was an intern with a Major League Baseball club for website development. I have also been an MIS manager.

What kind of work do you do in your current job and what do you do in a typical day?

I staff the Help Desk phone where I get a variety of calls. The calls usually involve trouble-shooting systems such as NT4 and Windows 2000. I also trouble shoot problems with printers, networking configuration. Sometimes I am required to travel out in the field to fix these different issues.

What was it that attracted you to this work?

Well the money is good for one. I have a strong computer background, and I enjoy working on the various systems and machines. The environment is always changing so I don't get bored. It is interesting work.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

You need a computer background. Software and hardware knowledge is essential. It helps to get to know the specifics of hardware or a certain software application because this gives you fundamental skills to work with other configurations and applications. It is important to have knowledge of network infrastructure, and the ability to think on your feet. Trouble shooting and problem solving are also good skills to have.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

Again, computer knowledge is mandatory. You should also get real hands on experience with a software application. Learn the internet. It is the worlds biggest "screw driver." Whenever I encounter a problem that I can't solve I throw it up in a chat room, or bulletin board and I get a number of possible solutions. It is key to know where to look for help on the Internet. You need to have good customer service skills since you deal with people all of the time. I would emphasize good written and oral communications skills too.

What is it that keeps you wanting to do this kind of work?

I like the variety of tasks that I do. There are always different challenges to overcome, and it is a dynamic atmosphere. I also get a lot of joy out of trouble shooting and fixing various problems.

What qualities make for an exceptional Data Processing Equipment Repair person?

Someone needs to posses the drive to learn software, hardware, and networking systems. Drive is the key since this can be complex, and always changing. You need to keep your skills current.

Dental Hygienists

Dental Hygienists perform dental prophylactic treatments and instruct groups and individuals in the care of the teeth and mouth (OES 329080).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$11.20 - \$53.12/hr	\$32.00/hr
New Hires/Exp'd:	\$29.92 - \$53.12/hr	\$39.38/hr
Exp'd/After 3 Years:	\$29.92 - \$53.12/hr	\$40.00/hr

Some dental hygienists may also receive bonuses.

Hours: Most jobs are 8-26 hours per week. Some jobs are 32-40 hours per week.

Benefits:	Paid by:	Employer		Shared		Employee	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance		■ ■	■	■	■	□	■
Dental Insurance		■ ■	■ ■ ■	□	□	□	□
Vision Insurance		■	■	■	■	□	□
Life Insurance		■	■	□	□	□	□
Sick Leave		■ ■ ■	■ ■	□	□	□	□
Vacation		■ ■ ■	■ ■ ■	□	□	□	□
Retirement		■	■	■	■	□	■
Child Care		□	□	■	□	□	□

■ ■ ■ ■ ■ = All (100%) ■ ■ ■ ■ ■ = Almost All (80-99%) ■ ■ ■ ■ = Most (60-79%) ■ ■ ■ = Many (40-59%) ■ ■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: Required for this occupation; contact the State Board of Dental Examiners at 916-263-2595 for licensing information.

Education: Many employers require an associate degree for job entry. Some require a bachelor degree.

Experience: Many employers do not require prior experience. Many others require 6-36 months of prior experience.

Training: Refer to Dental Hygienists in the Occupation-Training Index for information on related training programs. Also see the American Dental Association website at <http://www.ada.org> for a listing of dental hygiene education programs.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2001: 15 employers surveyed representing 48 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Medium. There are approximately 1,205 - 1,470 dental hygienists currently employed in the North Bay Counties. Local surveys indicate about 90% are female.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2004. About 40-45 job openings are projected per year due to a net increase in occupation size. About 30-35 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of dental hygienists is expected to grow much faster than the average for all occupations through 2008.

Other Information

Where the Jobs Are: Dental offices and clinics. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring employee referrals. Many fill openings by hiring referrals from employment agencies and/or schools and training programs.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures (4.50)
 - Knowledge of plant and animal living tissue, cells, organisms, and entities, including their functions, interdependencies, and interactions with each other and the environment (3.16)
 - Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (3.16)
- Skills:**
- Identifying the nature of problems (3.50)
 - Understanding written sentences and paragraphs in work related documents (3.50)
 - Talking to others to effectively convey information (3.33)
- Abilities:**
- The ability to keep the hand and arm steady while making an arm movement or while holding the arm and hand in one position (4.00)
 - The ability to communicate information and ideas in speaking so others will understand (3.60)
 - The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (3.40)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

*Source: O*NET Database version 3.0*

Career Path for Dental Hygienists

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Dental Hygienist - Inexperienced Associate degree \$31.31/hr	Dental Hygienist - Experienced	Senior Hygienist	Dental Hygiene School Instructor
Dental Assistant - Inexperienced Post-secondary training \$15.11/hr	Dental Assistant - Experienced	Office Manager First-Line Supervisors, Administrative Support Work experience \$21.85/hr	Dentist or Related Specialist Dentists, General Professional degree
Receptionist – Dental Receptionists and Information Clerks Short-term OJT \$11.31/hr			Dental Laboratory Technician

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Dentists, General	Professional degree	—
Oral and Maxillofacial Surgeons	Professional degree	—
Prosthodontists	Professional degree	—
Manicurists and Pedicurists	Post-secondary training	\$7.28
Barbers	Post-secondary training	\$8.72
Dental Assistants	Post-secondary training	\$15.11
Pharmacy Technicians	Moderate-term OJT	\$15.19
Opticians, Dispensing	Long-term OJT	\$15.52
Surgical Technologists	Associate degree	\$16.80
Radiologic Technologists	Associate degree	\$22.13
Dental Hygienists	Associate degree	\$31.31

Sources:

*Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)*

Career Dialogue with Ellen Tobin

What are some of the job titles you've held previously in this career field?

I have been a dental hygienist since 1971.

What kind of work do you do in your current job and what do you do in a typical day?

I see approximately eight patients a day, each with an hour exam including cleaning, x-ray, provide oral hygiene instruction, check for decay, oral cancer, exam, periodontal screening, periodontal scaling and root planning.

What was it that attracted you to this work?

It is a great job! There is a good demand for this work and the pay is good.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

The basic knowledge of dentistry, including anatomy and physiology are essential. You also need good people skills and good "chair-side" manner. It is important to be organized and efficient so that you can see your patients in the time allotted.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

I think a good way to prepare is to get a job while you are in high school in a dentist office, doing filing, lab work, and getting some exposure handling insurance matters. Some dentist offices are willing to train, but most require formal training.

What is it that keeps you wanting to do this kind of work?

I think I am good at what I do. The pay is good and I like working with people and patients. The job is pretty stress free and I can go home and feel good about my work.

What qualities make for an exceptional Dental Hygienist?

To be an exceptional Dental Hygienist you need to be compassionate, caring and sensitive to patients needs. You need to be tuned into your patient and gentle.

Dispatchers - Except Police, Fire, and Ambulance

Dispatchers - Except Police, Fire, and Ambulance schedule and dispatch workers, work crews, equipment, or service vehicles for conveyance of materials, freight, or passengers or for normal installation, service, or emergency repairs rendered outside the place of business. Their duties may include use of radio/telephone to transmit assignments and compile statistics and reports on the progress of work (OES 580050).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$5.75 - \$14.30/hr	\$8.95/hr
New Hires/Exp'd:	\$8.00 - \$17.00/hr	\$10.00/hr
Exp'd/After 3 Years:	\$9.21 - \$21.58/hr	\$14.00/hr

Hours: Almost all jobs are 40-50 hours per week.

Benefits: EMPLOYER PAID: Most employers provide medical insurance. Almost all provide a vacation. Most also provide sick leave. Many provide a retirement plan, dental insurance, and vision insurance. Some provide life insurance. SHARED COST: A few employers provide medical insurance. Some also provide dental and vision insurance.

Training, Experience, and Other Requirements

License:	None
Education:	Of the employers surveyed, all report that they require a high school diploma or equivalent for job entry.
Experience:	Almost all employers do not require prior experience.
Training:	Employers generally provide on-the-job training for this occupation, although related training programs are available. Refer to Dispatchers in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Small. There are approximately 570-700 dispatchers currently employed in the North Bay Counties. Local surveys indicate about 40% are female.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2004. About 20-25 job openings are projected per year due to a net increase in occupation size. About 10-15 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, overall employment of dispatchers is expected to grow about as fast as the average for all occupations through 2008. In addition to job growth, job openings will result from the need to replace those who transfer to other occupations or leave the labor force.

Other Information

Where the Jobs Are: In a wide variety of industries, including transportation, trucking, warehousing, communications, public utilities, and automotive services firms. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements, fill openings by hiring employee referrals, and/or through in-house promotion or transfer. Many also fill openings by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems (4.33)
 - Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.00)
 - Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including their relative costs, advantages, and limitations (4.00)
- Skills:**
- Listening to what other people are saying and asking questions as appropriate (4.00)
 - Talking to others to effectively convey information (3.83)
 - Communicating effectively with others in writing as indicated by the needs of the audience (3.33)
- Abilities:**
- The ability to communicate information and ideas in speaking so others will understand (3.80)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (3.80)
 - The ability to speak clearly so that it is understandable to a listener (3.60)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 16 employers surveyed representing 44 employees in this occupation.

Career Path: Dispatchers - Except Police, Fire, and Ambulance

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Driver Truck Drivers, Light or Delivery Services Short-term OJT \$12.24/hr	Truck Driver Truck Drivers, Heavy Moderate-term OJT \$16.74/hr	Dispatcher (Except Police, Fire, Ambulance Dispatchers) Moderate-term OJT \$15.21/hr	Dispatch Supervisor
			Operations Manager

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Hotel, Motel, and Resort Desk Clerks	Short-term OJT	\$9.28
New Accounts Clerks	Work experience	\$13.35
Claims Takers, Unemployment Benefits	Moderate-term OJT	\$14.13
Bill and Account Collectors	Moderate-term OJT	\$14.57
Interviewers, Except Eligibility and Loan	Short-term OJT	\$14.74
Adjustment Clerks	Short-term OJT	\$15.03
Customer Service Representatives, Utilities	Short-term OJT	\$15.03
Dispatchers, Except Police, Fire, and Ambulance	Moderate-term OJT	\$15.21
Human Resources Assistants, Except Payroll and Timekeeping	Short-term OJT	\$16.72
Brokerage Clerks	Moderate-term OJT	\$17.76
Radio Operators	Post-secondary training	\$20.69

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Beth Lewis

What is your job title?

My job title is communications dispatcher.

What kind of work do you do?

I keep up with drivers on the road and make sure they're running on time. If they have cancels, I have to radio them out to them (the drivers) so they don't go to that address. I schedule their lunches and breaks, and if there are any accidents, I take care of those, too. When drivers call in sick, I have to cover their routes by passing off all those people to different rides. On top of that we have busses breakdown and I have to take care of that.

What are the things that attracted you to this type of work?

I don't know, I just didn't know there was that many handicapped people in Sacramento when I started to work. It's rewarding because you get to help people who otherwise couldn't leave home for anything. We take people to doctor's appointments, hair appointments, dialysis...it's really rewarding.

What kind of things do you do at work (skills)?

We communicate with the highway patrol and any other agency that deals with handicapped people or has busses that could help us out of a jam. I talk with all of the passengers that we pick up because I have to verify their pick-up times will be and make sure the address is correct. When I get to work around 4:20 AM, people call in for their times. Sometimes I call taxis for people because the bus broke down, is running late, or we didn't have capacity for them on the regular bus.

If you were starting over to be a dispatcher, knowing what you know now, how would you better prepare yourself?

I would get more computer skills. We also have what they call the MDCs inside the busses. These drivers don't have to call me on the radio. I just type in things to them and they can look on their MDCs. I can look on the MDC screen and see where they are. We only have them in 10 busses right now, but eventually they're going put them in all the busses. It's just amazing.

What keeps you wanting to do this type of work?

I'm old enough to retire because I'm 71, but there's nothing for me to do. My husband was killed in Vietnam and all of my children are grown. I don't want to just stop and sit at home or baby-sit my great-grandchildren when I can be helping others.

What qualities make an exceptional Dispatcher?

Dedication. You have to like people and be able to understand them. People are shut in sometimes. I have to try to get off the phone cause they want to talk, but they don't have anyone to talk to. You have to have a lot of patience, and you have to feel empathy for people. "What if I was in this situation?" "What if I had to go to dialysis and I couldn't get a ride?" You also have to reign in your emotions and try to be fair to everyone.

Drafters

Also known as CAD operators.

Drafters prepare clear, complete, and accurate working plans and detail drawings from rough or detailed sketches or notes for engineering or manufacturing purposes according to specified dimensions. They utilize knowledge of various machines, engineering practices, mathematics, building materials, and other physical sciences to complete drawings (OES 225140).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	—	—
New Hires/Exp'd:	\$6.71 - \$28.77/hr	\$18.00/hr
Exp'd/After 3 Years:	\$19.00 - \$32.00/hr	\$22.49/hr

Some drafters may also receive bonuses.

Hours: Almost all jobs are 40 hours per week.

Benefits:	Paid by:	Employer		Shared		Employee	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance		■■■■■	—	■	—	□	—
Dental Insurance		■■	—	■	—	■	—
Vision Insurance		■■	—	■	—	■	—
Life Insurance		■■■	—	■	—	□	—
Sick Leave		■■■■■	—	□	—	□	—
Vacation		■■■■■	—	□	—	□	—
Retirement		■■■	—	■■	—	■	—
Child Care		□	—	□	—	■	—

■■■■■■ = All (100%) ■■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Many employers require a high school diploma for job entry. Many others require an associate degree.

Experience: Most employers require 6-36 months of prior experience.

Training: Some employers require technical or vocational training prior to employment. Certificate and degree programs are available, but do not necessarily eliminate the need for on-the-job training. Some employers also report that word processing and spreadsheet skills are important. Refer to Drafters/CAD Operators in the Occupation-Training Index for information on related training programs. Most employers report that AutoCAD skills are important for job entry.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2001: 16 employers surveyed representing 52 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Medium. There are approximately 720-880 drafters currently employed in the North Bay Counties. Local surveys indicate about 19% are female.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2004. About 10-15 job openings are projected per year due to a net increase in occupation size. About 15-20 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of drafters is expected to grow more slowly than the average for all occupations through 2008.

Other Information

Where the Jobs Are: Engineering services, architectural services, and employment/temporary staffing agencies. Nationally, less than 5% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring employee referrals. Many fill openings by hiring applicants through work-of-mouth.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of design techniques, principles, tools and instruments involved in the production and use of precision technical plans, blueprints, drawings, and models (5.00)
 - Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (3.80)
 - Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (3.40)
- Skills:**
- Using mathematics to solve problems (4.40)
 - Developing an image of how a system should work under ideal conditions (3.80)
 - Writing computer programs for various purposes (3.80)
- Abilities:**
- The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged (4.60)
 - The ability to read and understand information and ideas presented in writing (4.40)
 - The ability to keep the hand and arm steady while making an arm movement or while holding the arm and hand in one position (4.40)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important
(Architectural Drafters)

Source: O*NET Database version 3.0

Career Path for Drafters

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Architectural Drafter – Junior Level Post-secondary training \$21.26/hr	Drafter – Experienced	Senior Drafter	Architect Architects, Except Landscape and Naval Bachelor degree \$29.20/hr
Civil Drafter – Junior Level Post-secondary training \$21.26/hr	Engineering Technician Civil Engineering Technicians Associate degree \$22.60/hr	Office Manager First-Line Supervisors, Administrative Support Work experience \$21.85/hr	Engineer Civil Engineers Bachelor degree \$31.15/hr
Mechanical Drafter – Junior Level Post-secondary training \$21.23/hr			

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Engravers/Carvers	Long-term OJT	\$10.98
Pewter Casters and Finishers	Long-term OJT	\$11.28
Optical Instrument Assemblers	Moderate-term OJT	\$12.65
Chemical Technicians	Associate degree	\$17.84
Fabric and Apparel Patternmakers	Long-term OJT	\$18.55
Makeup Artists, Theatrical and Performance	Post-secondary training	\$19.58
Mechanical Drafters	Post-secondary training	\$21.23
Architectural Drafters	Post-secondary training	\$21.26
Civil Drafters	Post-secondary training	\$21.26
Mapping Technicians	Post-secondary training	\$22.97
Biochemists	Doctoral degree	\$28.98

Sources:

*Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
 California Employment Development Department OES Program (hourly wages for California)*

Career Dialogue with Dexter Johnson

What are some of the job titles you've held previously in this career field?

I have worked in architectural drafting, Auto Computer Aided Design (CAD), and I have been an architectural assistant.

What kind of work do you do in your current job and what do you do in a typical day?

We do commercial and residential remodels using CAD. We basically take someone's conceptual ideas and turn them into working drawings that something can be constructed from. My typical day consists of working with a computer to create drawings based on design specifications and I talk to clients about their particular project.

What was it that attracted you to this work?

I remember when I was about 7 years old, my mom and dad would take my brother and me in the car to go look at Christmas lights. I remember going to certain neighborhoods where they had custom homes and I liked the way the houses looked. I said to my mom that I wanted to build those houses when I grew up. She told me that if that is what I wanted to do, that I should go after it. And I did.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

You need to be good at math, be computer literate, and even more so you need to be familiar with the functions of the computer especially when using CAD software. You need to pay close attention to detail. The tiniest mistake can cost thousands of dollars because of the ramifications it can have in design and construction. You also need to be reliable, determined, and consistent.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

If you are still at the High School level you should take some drafting classes. Make sure this is something you want to do. You need to be really sharp in math, so work hard at the different math classes. You could also try a tech or vocational school. This will give you some good hands on training. Summer internships are also a good place to get your feet wet. You will see a lot of the different activities, running blue prints, working on the computer. It will give you a good idea of what is required to be successful in this occupation.

What is it that keeps you wanting to do this kind of work?

I like to keep busy and work with my hands. I am not necessarily a people person in that I don't necessarily need a lot of interaction with people. This job allows me to concentrate on the project at hand. The most important thing about what keeps me in this job is that I look at it as more of a hobby rather than a job. I just love doing this. This has been my dream since I was seven years old, and I am doing it.

What qualities make for an exceptional Drafter?

You need to be very accurate, consistent, and proficient.

Electrical and Electronic Engineering Technicians and Technologists

Electrical and Electronic Engineering Technicians and Technologists apply electrical and electronic theory and related knowledge to design, build, test, repair, and modify developmental, experimental, or production electrical equipment in industrial or commercial plants for subsequent use by engineering personnel in making engineering design and evaluation decisions. Does not include workers who only repair electronic equipment (OES 225050).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$7.19 - \$19.18/hr	\$15.00/hr
New Hires/Exp'd:	\$5.75 - \$31.16/hr	\$13.58/hr
Exp'd/After 3 Years:	\$8.63 - \$31.16/hr	\$19.59/hr

Hours: Of the employers surveyed, all report that jobs are 40-60 hours per week.

Benefits: EMPLOYER PAID: Many employers provide a vacation. Some also provide sick leave and a retirement plan. SHARED COST: Some employers provide medical insurance and dental insurance.

Training, Experience, and Other Requirements

License:	None
Education:	Almost all employers require a high school diploma or equivalent for job entry. A few require an associate degree.
Experience:	Many employers do not require prior experience. Many others require 1-3 years of prior experience.
Training:	Many employers report that spreadsheet skills are important. Refer to Electrical/Electronic Engineering Technicians in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Medium. There are approximately 835 - 1,025 electrical and electronic engineering technicians and technologists currently employed in the North Bay Counties. Local surveys indicate about 5% are female.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2004. About 20-25 job openings are projected per year due to a net increase in occupation size. About 20-25 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, overall employment of engineering technicians is expected to increase about as fast as the average for all occupations through 2008. As production of technical products continues to grow, competitive pressures will force companies to improve and update manufacturing facilities and product designs more rapidly than in the past.

Other Information

Where the Jobs Are: Manufacturers and designers of electrical/electronic equipment and parts. Nationally, about 3% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring unsolicited applicants. Many recruit applicants through newspaper advertisements. Many also fill openings by hiring employee referrals and/or colleges and universities. Some fill openings through in-house promotion or transfer.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (4.83)
 - Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (4.66)
 - Knowledge of design techniques, principles, tools and instruments involved in the production and use of precision technical plans, blueprints, drawings, and models (4.50)
- Skills:**
- Determining what is causing an operating error and deciding what to do about it (4.50)
 - Using mathematics to solve problems (4.00)
 - Conducting tests to determine whether equipment, software, or procedures are operating as expected (4.00)
- Abilities:**
- The ability to read and understand information and ideas presented in writing (4.20)
 - The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged (4.20)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (3.60)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important
(Electronics Engineering Technicians)

*Source: O*NET Database version 3.0*

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 6 employers surveyed representing 22 employees in this occupation.

Career Path: Electrical and Electronic Engineering Technicians and Technologists

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Technician - Electronic Electronics Engineering Technicians Associate Degree \$22.19/hr	Technician/Specialist	Supervisor	Electrical Engineer Bachelor degree \$35.33/hr
Technician - Electrical Electrical Engineering Technicians Associate Degree \$22.19/hr			Electronic Engineer Electronics Engineers, Except Computer Bachelor degree \$35.19/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Prosthodontists	Professional degree	—
Timing Device Assemblers, Adjusters, and Calibrators	Work experience	\$11.57
Food Science Technicians	Associate degree	\$14.18
Chemical Technicians	Associate degree	\$17.84
Mathematical Technicians	Associate degree	\$18.18
Civil Drafters	Post-secondary training	\$21.26
Electrical Engineering Technicians	Associate degree	\$22.19
Calibration and Instrumentation Technicians	Associate degree	\$24.61
Petroleum Pump System Operators	Long-term OJT	\$24.61
Cost Estimators	Bachelor + work exp	\$27.41
Geologists	Bachelor degree	\$29.36

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Dominique Centrezs

What is your job title?

My job title is system engineer technician.

What kind of work do you do?

It varies. I do many things like security systems, lock safety systems, fixing TVs, data communications, and computers.

What are the things that attracted you to this type of work?

My mother, she was a computer scientist. I looked into that field but I really didn't care for computer science, so I looked into electrical engineering and that was something I enjoyed. My father was an engineer.

What kind of things do you do at work (skills)?

Sometimes I design, sometimes I troubleshoot. Other times I just go over the process of what needs to be done to maintain a system with a client. I have to remember and know all about different types of electrical systems. Like a 7200- that's a light safety system. I have to know what its capabilities are and what problems typically occur with it. If there's a problem, I have to be able to go and troubleshoot it and locate where we're having a grid problem. I also have to know how to install these systems.

If you were starting over to be an engineering technician, knowing what you know now, how would you better prepare yourself?

I wouldn't have spent a year and a half in the office. It's too cluttered. You can't get anything done because there's too much paperwork.

What keeps you wanting to do this type of work?

Because the electronics industry will continue to change, day in and day out. You don't ever work on the same system, and I never go to the same place. I always get to go to different locations. There may be days when I'm at Cisco systems; there might be another day where I'm at Intel or Microsoft. I don't have to be confined to one office.

What qualities make an exceptional engineering technician?

Being able to get along with the clients, knowing your equipment, and being able to repair anything. You also need to love your job and have the ability to make decisions and think quickly on your feet. A good engineering tech will also be constantly learning. Most of what you learn in this field doesn't come from reading books in a class. It comes from experiencing different situations while you're on the job.

Electricians

Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They insure that work is in accordance with relevant codes. They may read blueprints. Includes protective signal installers and repairers and street light servicers (OES 872020).

Wages and Benefits

	Union	Median	Non-Union	Median
New Hires/Inexp'd:	—	—	—	—
New Hires/Exp'd:	\$11.80 - \$29.10/hr	\$23.97/hr	\$10.00 - \$22.00/hr	\$19.36/hr
Exp'd/After 3 Years:	\$23.97 - \$31.00/hr	\$29.75/hr	\$15.00 - \$28.77/hr	\$23.50/hr

Hourly wages for union electricians are \$10.41 (inside wireman) for entry-level apprentices, and \$29.75 (inside wireman) for journey-level. Source: Local 180

Hours: Almost all jobs are 40 hours per week.

Benefits: EMPLOYER PAID: Most employers provide medical insurance and other benefits, including a vacation and vision insurance. Many also provide dental insurance and sick leave. Some provide a retirement plan. SHARED COST: Some employers provide a retirement plan.

Training, Experience, and Other Requirements

License:	Not required, except for individuals who want to be licensed as electrical contractors; contact the Contractors State License Board at 916-255-3900 for licensing information.
Education:	Many employers require a high school diploma or equivalent for job entry. Some are willing to accept less than a high school level education.
Experience:	Almost all employers require 6-72 months of prior experience. Some are willing to accept training as a substitute for experience.
Training:	Some employers report that word processing and spreadsheet skills are important. Apprenticeship training takes about 4-5 years to complete and to achieve journey-level status. Refer to Electricians in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Large. There are approximately 2,290 - 2,795 electricians currently employed in the North Bay Counties. Local surveys indicate less than 5% are female. Many jobs are union.

Employment Trends

The growth rate is projected to be the same as the average for all occupations through the year 2004. About 70-85 job openings are projected per year due to a net increase in occupation size. About 45-55 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of electricians is expected to increase about as fast as the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Electrical contractors and large organizations. Nationally, about 7% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring employee referrals. Many recruit applicants through newspaper advertisements. Many also fill openings by hiring union referrals and/or unsolicited applicants. Some recruit applicants through internet job listings.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of design techniques, principles, tools and instruments involved in the production and use of precision technical plans, blueprints, drawings, and models (4.80)
 - Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (4.80)
 - Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (4.60)
- Skills:**
- Installing equipment, machines, wiring, or programs to meet specifications (4.00)
 - Determining what is causing an operating error and deciding what to do about it (4.00)
 - Repairing machines or systems using the needed tools (4.00)
- Abilities:**
- The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (4.20)
 - The ability to see details of objects at a close range (within a few feet of the observer) (4.00)
 - The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects (4.00)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

*Source: O*NET Database version 3.0*

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 15 employers surveyed representing 194 employees in this occupation.

Career Path: Electricians

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Helper or Laborer Helpers—Electricians Short-term OJT \$12.10/hr	Journeyman Electricians Long-term OJT \$22.81/hr	Foreman	Superintendent or Manager Construction Managers Bachelor + work exp \$36.22/hr
Apprentice			Electrical/General Contractor

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Electronic Equipment Installers and Repairers, Motor Vehicles	Post-secondary training	\$11.34
Precision Lens Grinders and Polishers	Moderate-term OJT	\$12.65
Production Inspectors, Testers, Graders, Sorters, Samplers, Weighers	Work experience	\$13.27
Electrical and Electronics Installers and Repairers, Transportation Equipment	Post-secondary training	\$19.13
Electro-Mechanical Technicians	Work experience	\$19.15
Aircraft Body and Bonded Structure Repairers	Post-secondary training	\$19.85
Water and Liquid Waste Treatment Plant and System Operators	Long-term OJT	\$21.58
Avionics Technicians	Post-secondary training	\$21.72
Electrical and Electronics Repairers, Powerhouse, Substation, and Relay	Long-term OJT	\$22.67
Aircraft Rigging Assemblers	Work experience	\$22.70
Electricians	Long-term OJT	\$22.81

Sources:

*Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
 California Employment Development Department OES Program (hourly wages for California)*

Career Dialogue with Cal Mason

What is your job title?

I'm a journeyman electrician.

What kind of work do you do?

It's considered as commercial or light industrial work. I'm involved in the wiring of industrial and commercial buildings.

What are the things that attracted you to this type of work?

I've always been intrigued with making things work, whether it's a machine or to light a light of some sort. Electricians do most of that type of work, so it's always been a passion of mine.

What kind of things do you do at work (skills)?

The tasks I perform are primarily done with the hands. I bend conduits, provide conduit support, pull the wiring, connect various equipment including lighting, panel boards, transformers, and that sort of thing. We do a lot of remodeling work, or what's considered "new construction."

If you were starting over to be an Electrician, knowing what you know now, how would you better prepare yourself?

Actually to prepare yourself I feel that you need a strong background in math. Early on I probably could have pursued that a little more, but for the most part, my preparation took place in my apprenticeship courses that I enrolled in. They stress technique, but not math.

What keeps you wanting to do this type of work?

Well, I'll tell ya, as most of us would say, it's that we do something different every day. I'm constantly learning things as technology changes and it's very exciting. Just the feeling of being able to accomplish projects from start to finish has been a reward to me, and that keeps me coming back.

What qualities make an exceptional Electrician?

I think a good electrician first and foremost takes pride in his work. Through in and throughout, even the menial tasks of some jobs will be done and done well by a good electrician. I mean, in our trade, everything is done for a purpose and it needs to be done right. You've got to be agile, too, and good with your hands. I've seen a lot of guys come through the program that are not the best mechanics, but with their skills, they've been able to overcome that. Always take pride in your job and work hard. And obviously, as a tradesman, you've got to be able to work with the other trades. You need to be able to converse and interact, to give or take with the other tradesmen, to be very thorough, very careful, and to double check everything. And you should never be afraid to ask; even I could run across a problem I've never seen, and I've been doing this for 15 years now. We're constantly in training.

Enologists

Also known as wine makers.

Enologists direct and coordinate activities concerned with wine production. This involves crushing, fermentation, clarification, aging blending, and bottling. Working in their own firm's vineyards, or with viticulturists of other grape supplying vineyards, enologists examine grape samples to judge sweetness and acidity to verify sound condition and lack of pesticide residue, and to authenticate grape varieties. They decide when to start the harvest and ensure that grapes are trucked to the crusher quickly and safely. Enologists supervise workers in the crushing and fermentation process, following legal and regulatory practices and record keeping requirements. In smaller operations, they may perform these processing duties themselves (Modified DOT 183.161-999).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	—	—
New Hires/Exp'd:	\$9.59 - \$26.37/hr	\$14.38/hr
Exp'd/After 3 Years:	\$13.00 - \$31.16/hr	\$19.18/hr

Many enologists may also receive bonuses.

Hours: Almost all jobs are 40-60 hours per week.

Benefits: Paid by:	Employer		Shared		Employee	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance	■■■■■	—	■■	—	□	—
Dental Insurance	■■■	—	■	—	□	—
Vision Insurance	■■■	—	■	—	□	—
Life Insurance	■■■	—	□	—	□	—
Sick Leave	■■■■■	—	□	—	□	—
Vacation	■■■■■	—	□	—	□	—
Retirement	■■	—	■■	—	□	—
Child Care	□	—	■	—	□	—

■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Almost all employers require an associate or bachelor degree for job entry.

Experience: Almost all employers require 1-3 years of prior experience. Some employers are willing to accept 6-24 months of training as a substitute for experience.

Training: Most employers report that spreadsheet skills are important. Many report that word processing skills are important. Some report that database skills are important. Refer to Enologists in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be high (30-39%).

Size of Occupation

There are approximately 350-550 enologists currently employed in the North Bay Counties. Local surveys indicate about 35% are female.

Employment Trends

Insufficient data; however statewide growth is projected at 2% annually for this occupation. Of the local employers surveyed, most expect their employment in this occupation to remain stable. Some expect their employment to grow. Nationwide, employment of agricultural scientists is expected to grow about as fast as the average for all occupations through 2008.

Other Information

Where the Jobs Are: Wineries.

Methods Used to Fill Job Openings: Most employers fill openings by hiring employee referrals. Many also recruit applicants through newspaper advertisements and/or fill openings through in-house promotion or transfer. Many fill openings by hiring referrals from colleges and universities.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of inputs, outputs, raw materials, waste, quality control, costs, and techniques for maximizing the manufacture and distribution of goods (4.50)
 - Knowledge of techniques and equipment for planting, growing, and harvesting of food for consumption including crop rotation methods, animal husbandry, and food storage/handling techniques (4.33)
 - Knowledge of plant and animal living tissue, cells, organisms, and entities, including their functions, interdependencies, and interactions with each other and the environment (4.00)
- Skills:**
- Using scientific methods to solve problems (5.00)
 - Working with new material or information to grasp its implications (4.16)
 - Inspecting and evaluating the quality of products (4.16)
- Abilities:**
- The ability to read and understand information and ideas presented in writing (4.40)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (4.00)
 - The ability to apply general rules to specific problems to come up with logical answers. It involves deciding if an answer makes sense. (3.40)

*Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important
Scientists and Technologists)*

*Source: O*NET Database version 3.0 (Food*

*Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2001: 15 employers surveyed representing 23 employees in this occupation.*

Career Path for Enologists

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Lab Tech or Cellar Worker	Assistant Winemaker Bachelor + work exp	Master Winemaker Bachelor + work exp	General Manager
Enologist Food Scientists and Technologists Bachelor degree \$25.12/hr	Associate Winemaker Bachelor + work exp		Winery Owner or Partner

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Food Science Technicians	Associate degree	\$14.18
Biologists	Doctoral degree	\$19.74
Animal Scientists	Bachelor degree	\$25.12
Chemists	Bachelor degree	\$25.12
Food Scientists and Technologists	Bachelor degree	\$25.12
Plant Scientists	Bachelor degree	\$25.12
Soil Scientists	Bachelor degree	\$25.12
Materials Scientists	Bachelor degree	\$28.82
Environmental Scientists and Specialists, Including Health	Doctoral degree	\$29.85
Hydrologists	Bachelor degree	\$35.13
Mathematicians	Doctoral degree	\$37.15

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Chris Dearden / Marc Lang

What are some of the job titles you've held previously in this career field?

Enologist is a broad term for the occupation. You can be a junior or senior enologist, a field worker, a vineyard worker, or a cellar worker. You can also be a wine maker or an assistant wine maker.

What kind of work do you do in your current job and what do you do in a typical day?

I have the overall responsibility for wine making and grape growing. I make decisions regarding contracting, purchasing, personnel, and things related to the harvest. My responsibilities also include the crushing of the grapes, the fermenting process, and barreling. I do a lot of data gathering in order to make these decisions as sound as possible. This occupation is very seasonal in that something happens a little different at various times of the year.

What was it that attracted you to this work?

I was attracted to the agrarian nature of this work. I was compelled towards farming with an emphasis on the agricultural aspects. I like the seasonality that comes with this job. There are variations in activities based on the time of the year. I also get a degree of satisfaction of turning the fruit into something that can be as highly regarded as wine.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

Basically you need common sense, a good work ethic, and a sense of intelligence. Enologists typically have a four-year degree in a Food Science & Technology discipline. Obviously you need the basic core work for whatever discipline you go with. There are sub-specialties for Viticulture, Enology and Brewing Science.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

You need the education. You can also look for an internship. This is typically seasonal work that occurs in the fall. Some of the interns will take the fall semester off so that they can work a harvest and get a real feel for it. I think this is a good way for them to see if this is indeed what they would like to do. You should also be prepared to work in an environment that is both physically and mentally demanding.

What is it that keeps you wanting to do this kind of work?

There is a sense of excitement in this job. I am afforded an opportunity to be creative, and there are always new challenges. The interesting part of this occupation is that each season, each year offers challenges and opportunities.

What qualities make for an exceptional Enologist?

You need to be motivated to succeed and have a desire to make the best wine that you can. You need to demonstrate attention to detail. There are so many details in the wine making process, each one of them important to the outcome of the wine. You need to be able to take a Global Approach and see the whole picture. And you need a strong and determined work ethic.

Farm Equipment Mechanics

Farm Equipment Mechanics maintain, repair, and overhaul farm machinery and vehicles, such as tractors, harvesters, and irrigation systems. They may repair dairy equipment. Does not include Bus and Truck Mechanics and Diesel Engine Specialists (OES 853210).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	—	—
New Hires/Exp'd:	\$8.00 - \$25.00/hr	\$14.00/hr
Exp'd/After 3 Years:	\$10.00 - \$30.00/hr	\$19.00/hr

Hours: Almost all jobs are 40 hours per week.

Benefits:	Paid by:	Employer		Shared		Employee	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance		■■■■	—	■	—	□	—
Dental Insurance		■■	—	■	—	□	—
Vision Insurance		■■	—	■	—	□	—
Life Insurance		□	—	■	—	□	—
Sick Leave		■■	—	■	—	□	—
Vacation		■■■■	—	■	—	□	—
Retirement		■	—	■	—	□	—
Child Care		□	—	□	—	□	—

■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Almost all employers require a high school diploma or equivalent for job entry.

Experience: Almost all employers require 2-5 years of prior experience. Many are willing to accept training as a substitute for experience.

Training: Training programs are available, but do not necessarily eliminate the need for apprenticeship or on-the-job training. Refer to Farm Equipment Mechanics in the Occupation-Training Index for information on related training programs.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2001: 13 employers surveyed representing 36 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Small. There are approximately 50-65 farm equipment mechanics currently employed in the North Bay Counties. Local surveys indicate that less than 5% are female.

Employment Trends

The growth rate is projected to be the same the average for all occupations through the year 2004. Less than 5 job openings are projected per year due to a net increase in occupation size. About Less than 5 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of farm equipment mechanics is expected to decline through the year 2008.

Other Information

Where the Jobs Are: Farm equipment dealers, equipment rental services, and food manufacturing and processing companies. Nationally, about 3% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring employee referrals. Many also recruit applicants through newspaper advertisements.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (4.20)
 - Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (2.80)
 - Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including their relative costs, advantages, and limitations (2.40)
- Skills:**
- Repairing machines or systems using the needed tools (4.83)
 - Performing routine maintenance and determining when and what kind of maintenance is needed (4.83)
 - Installing equipment, machines, wiring, or programs to meet specifications (4.83)
- Abilities:**
- The ability to coordinate movements of two or more limbs together (for example, two arms, two legs, or one leg and one arm) while sitting, standing, or lying down. It does not involve performing the activities while the body is in motion (4.40)
 - The ability to quickly and repeatedly make precise adjustments in moving the controls of a machine or vehicle to exact positions (4.40)
 - The ability to detect or tell the difference between sounds that vary over broad ranges of pitch and loudness (4.20)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

*Source: O*NET Database version 3.0*

Career Path for Farm Equipment Mechanics

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Apprentice Mechanic or Trainee	Mechanic – Journey Level Farm Equipment Mechanics Long-term OJT \$14.41/hr	Foreman or Lead Mechanic First-Line Supervisors/Managers of Mechanics, Installers, and Repairers Work experience \$25.88/hr	Equipment Dealer Manager First-Line Supervisors/Managers of Retail Sales Workers Work experience \$18.07/hr
		Service Manager or Repair Shop Manager	Farm Equipment Manufacturer Representative Sales Representatives, Agricultural Moderate-term OJT \$31.81/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Helpers--Installation, Maintenance, and Repair Workers	Short-term OJT	\$11.57
Engine and Other Machine Assemblers	Work experience	\$12.79
Food and Tobacco Roasting, Baking, and Drying Machine Operators and Tenders	Moderate-term OJT	\$14.15
Farm Equipment Mechanics	Long-term OJT	\$14.41
Terrazzo Workers and Finishers	Long-term OJT	\$15.63
Cement Masons and Concrete Finishers	Long-term OJT	\$16.22
Automotive Body and Related Repairers	Long-term OJT	\$16.79
Glaziers	Long-term OJT	\$18.78
Electric Motor and Switch Assemblers and Repairers	Post-secondary training	\$20.00
Electric Meter Installers and Repairers	Long-term OJT	\$22.41
Electrical Power-Line Installers and Repairers	Long-term OJT	\$25.09

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Matt Zurschmiede

What are some of the job titles you've held previously in this career field?

I started as a shop mechanic, then I became a field mechanic, then a service manager and finally a shop foreman.

What kind of work do you do in your current job and what do you do in a typical day?

The work I do includes talking with customers, scheduling work, estimates, quote writing to establish parts and labor, hand out work to the mechanics, trouble shoot, I give diagnosis over the phone, schedule field work, and do some part ordering. My job requires me to be extremely versatile.

What was it that attracted you to this work?

Since I was a child, I have always been fascinated by mechanics. I am mechanically inclined, so the work came naturally to me. I grew up in a rural area so I was exposed to farm equipment, so it was a natural choice for me.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

I recommend reading, writing and math skills as basics for this type of work. I think a background in Agricultural Engineering is also important. You need to have good communication skills and definitely an interest in mechanics or a mechanical aptitude.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

Agricultural Engineering schooling is the best form of preparation or some type of trade school, or vocational school. Coursework in Diesel Engine and/or Hydraulics to become familiar theory as well as hands on training or apprenticeship are also good ways to prepare yourself of this occupation.

What is it that keeps you wanting to do this kind of work?

The work is fascinating. I love the ability to take something that doesn't work and have the gratified feeling of being able to fix it and to make it work. I also like the troubleshooting and diagnosis aspect of this work.

What qualities make for an exceptional Farm Equipment Mechanic?

To be exceptional, you need to have a good attitude, and ability to work with others. You also need to be flexible, be interested in both learning and teaching.

First Line Supervisors and Managers-Clerical and Administrative Support Occupations

Includes office managers.

First Line Clerical Manager/Supervisors directly supervise and coordinate activities of clerical and administrative support workers. They are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. Some manager/supervisors may also engage, in part, in the same clerical work as the workers they supervise (OES 510020).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$10.00 - \$25.15/hr	\$16.89/hr
New Hires/Exp'd:	\$10.00 - \$23.97/hr	\$15.00/hr
Exp'd/After 3 Years:	\$10.00 - \$27.98/hr	\$20.00/hr

Many first line supervisors and managers may also receive bonuses.

Hours: Almost all jobs are 35-45 hours per week.

Benefits:	Paid by:	Employer		Shared		Employee	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance		■■■	—	■■	—	□	—
Dental Insurance		■■■■	—	■	—	□	—
Vision Insurance		■■	—	■	—	□	—
Life Insurance		■■■	—	■	—	□	—
Sick Leave		■■■■■	—	□	—	□	—
Vacation		■■■■■	—	□	—	□	—
Retirement		■■■	—	■	—	■	—
Child Care		□	—	□	—	□	—

■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Most employers require a high school diploma or equivalent for job entry. Some require an associate degree.

Experience: Most employers require 1-3 years of prior experience. Some are willing to accept 4-12 months of training as a substitute for experience.

Training: Almost all employers report that word processing skills are important. Many also report that spreadsheet skills are important. Refer to Business Related Occupations in the Occupation-Training Index for information on related training programs.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%) CCOIS survey data collected in 2001: 15 employers surveyed representing 33 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Very large. There are approximately 7,575 – 9,255 first line supervisors and managers - clerical currently employed in the North Bay Counties. Local surveys indicate about 90% are female.

Employment Trends

The growth rate is projected to be the same as the average for all occupations through the year 2004. About 240-290 job openings are projected per year due to a net increase in occupation size. About 100-120 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of office and administrative support supervisors and managers is expected to grow about as fast as the average for all occupations through 2008.

Other Information

Where the Jobs Are: In a wide variety of industries, including government agencies, banks and financial institutions, insurance companies, and educational institutions. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring employee referrals. Many fill openings through in-house promotion or transfer and/or by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods (4.33)
 - Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (3.83)
- Skills:**
- Motivating, developing, and directing people as they work, identifying the best people for the job (4.33)
 - Managing one's own time and the time of others (4.16)
 - Talking to others to effectively convey information (4.16)
- Abilities:**
- The ability to communicate information and ideas in speaking so others will understand (5.00)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (4.66)
 - The ability to communicate information and ideas in writing so others will understand (4.66)

Career Path for First Line Supervisors and Managers-Clerical

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Receptionist Receptionists and Information Clerks Short-term OJT \$11.31/hr	Secretary Secretaries, Except Legal, Medical, and Executive Post-secondary training \$14.34/hr	Supervisor/Office Manager First-Line Supervisors, Administrative Support Work experience \$21.85/hr	Manager Administrative Services Managers Bachelor + work exp \$29.21/hr
		Executive Secretary Executive Secretaries and Administrative Assistants Work experience \$18.05/hr	Bookkeeper Bookkeeping, Accounting, and Auditing Clerks Moderate-term OJT \$15.31/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Secretaries, Except Legal, Medical, and Executive	Post-secondary training	\$14.34
First-Line Supervisors, Customer Service	Work experience	\$18.07
Property, Real Estate, and Community Association Managers	Bachelor degree	\$21.36
First-Line Supervisors, Administrative Support	Work experience	\$21.85
Wholesale and Retail Buyers, Except Farm Products	Bachelor degree	\$21.92
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	Moderate-term OJT	\$24.07
Sheriffs and Deputy Sheriffs	Moderate-term OJT	\$25.82
Medical and Clinical Laboratory Technologists	Bachelor degree	\$26.12
Registered Nurses	Associate degree	\$27.82
Administrative Services Managers	Bachelor + work exp	\$29.21
Computer Programmers	Bachelor degree	\$32.96

Sources:

*Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)*

Career Dialogue with Lenee Connelly

What are some of the job titles you've held previously in this career field?

Some of the job titles I have held previously are supervising account clerk, customer service manager, assistant customer service manager, and senior teller.

What kind of work do you do in your current job and what do you do in a typical day?

I directly supervise and coordinate the activities of six staff. My supervisory duties include hiring, training, counseling and evaluating staff. On a typical day I balance accounts, prepare reports, make recommendations to management, resolve complex issues, and write correspondence. My job includes a lot of accounting and financial work.

What was it that attracted you to this work?

I like making a difference and I knew being in working in a supervisory capacity would be interesting. I enjoy training and mentoring other people, so a supervisory position is very rewarding to me. I take pleasure in starting a project, setting goals, knowing what needs to be done and accomplishing it.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

In my opinion, good people skills are critical in this type of work. You need to have the ability to handle all types of personalities and the ability to motivate people to work as a team. You need to have good leadership skills and management skills. In my job you also need to be good with numbers and like working with numbers since accounting is a main part of the work. I have to be able to work well under pressure, and work with many interruptions. Good organization skills and time management are also important, since you not only are responsible for yourself, but also your staff.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

I would recommend some supervisory or management training or education. Depending on what area of work you specialize in, I would also recommend some education in that field. I also think experience in different industries is also a good way to prepare yourself, since it provides you with a diverse background to work in many different situations and with many different types of people.

What is it that keeps you wanting to do this kind of work?

I have a passion for what I do. I enjoy making a difference both in the work that I do and in the supervision of my staff, my work is meaningful and is fulfilling because of that.

What qualities make for an exceptional First Line Supervisors?

Listening skills make for an exceptional First Line Supervisor. Mentoring, the ability to teach and train others also makes for a good leader. An excellent supervisor is also well organized and efficient and can work well under pressure. You need to have the vision to see the big picture and how all of the components fit together and an understanding of the fundamentals for each of those components.

First Line Supervisors and Managers-Sales and Related Occupations

Also known as sales managers.

First Line Supervisors and Managers in Sales and Related Occupations directly supervise and coordinate activities of marketing, sales, and related workers. Working proprietors, in addition to their supervisory duties, may perform management functions, such as budgeting, accounting, marketing, and personnel work (OES 410020).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$8.00 - \$40.75/hr	\$10.46/hr
New Hires/Exp'd:	\$9.00 - \$38.36/hr	\$14.38/hr
Exp'd/After 3 Years:	\$11.00 - \$57.53/hr	\$18.50/hr

Some sales managers may also receive bonuses.

Hours: Almost all jobs are 40-60 hours per week.

Benefits:	Paid by:		Employer		Shared		Employee	
			Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance	■■■■■		—	—	■■	—	□	—
Dental Insurance	■■■		—	—	■■	—	■	—
Vision Insurance	■■		—	—	■	—	□	—
Life Insurance	■■■		—	—	■	—	□	—
Sick Leave	■■■■■		—	—	□	—	□	—
Vacation	■■■■■		—	□	—	—	□	—
Retirement	■■		—	—	■■	—	□	—
Child Care	□		—	—	□	—	□	—

■■■■■■ = All (100%) ■■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Most employers require a high school diploma or equivalent for job entry. Some are willing to accept less than a high school education.

Experience: Most employers require 6-36 months of prior experience.

Training: Some employers report that word processing, spreadsheet, and database skills may be important. Refer to Business Related Occupations in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Very Large. There are approximately 7,575 – 9,255 first line supervisors and managers - sales currently employed in the North Bay Counties. Local surveys indicate about 35% are female.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2004. About 240-290 job openings are projected per year due to a net increase in occupation size. About 100-120 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of retail sales worker supervisors and managers is expected to grow more slowly than average for all occupations through the year 2008.

Other Information

Where the Jobs Are: In a wide variety of industries, such as grocery stores, department stores, auto dealerships, and other retailers and wholesalers. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring unsolicited applicants. Many fill openings by hiring employee referrals.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods (4.83)
 - Knowledge of policies and practices involved in personnel/human resource functions. This includes recruitment, selection, training, and promotion regulations and procedures; compensation and benefits packages; labor relations and negotiation strategies (4.50)
 - Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (4.33)
- Skills:**
- Complex problem solving is used in identifying complex problems and reviewing related information so that options may be developed and evaluated, and solutions may be put into action. (3.66)
 - Talking to others to effectively convey information (3.66)
 - Using logic and analysis to identify the strengths and weaknesses of different approaches (3.66)
- Abilities:**
- The ability to communicate information and ideas in speaking so others will understand (4.80)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (4.60)
 - The ability to read and understand information and ideas presented in writing (4.00)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2001: 15 employers surveyed representing 46 employees in this occupation.

Career Path for First Line Supervisors and Managers-Sales

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Cashier Cashiers Short-term OJT \$9.08/hr	Supervisor/Assistant Manager First-Line Supervisors/Managers of Retail Sales Workers Work experience \$18.07/hr	Department Manager	Regional or District Manager Sales Managers Bachelor + work exp \$41.45/hr
Retail Salesperson Retail Salespersons Short-term OJT \$10.43/hr	Supervisor/Manager Trainee	Store Manager	Manufacturing Sales Manager Sales Managers Bachelor + work exp \$41.45/hr
			Finance Manager Financial Managers Bachelor + work exp \$39.50/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
First-Line Supervisors/Managers of Retail Sales Workers	Work experience	\$18.07
Gaming Supervisors	Work experience	\$18.57
First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand	Work experience	\$20.06
Purchasing Agents, Except Wholesale, Retail, and Farm Products	Bachelor degree	\$23.18
Employment Interviewers, Private or Public Employment Service	Associate degree	\$25.23
Insurance Sales Agents	Bachelor degree	\$26.11
Administrative Services Managers	Bachelor + work exp	\$29.21
Transportation Managers	Work experience	\$30.30
First-Line Supervisors/Managers of Non-Retail Sales Workers	Work experience	\$30.57
Purchasing Managers	Bachelor + work exp	\$32.15
Medical and Health Services Managers	Bachelor + work exp	\$35.81

Sources:

*Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
 California Employment Development Department OES Program (hourly wages for California)*

Career Dialogue with Keith Howe

What are some of the job titles you've held previously in this career field?

Sales person and used car sales manager.

What kind of work do you do in your current job and what do you do in a typical day?

I am the manager of the sales and finance department. I don't have a typical day in that each is different than the last. I am mainly responsible for putting the advertising together for the newspaper, radio, and television. I also motivate the sales staff and ensure that they are reaching their goals. I work with the finance department to close hard to finance deals. I am pretty much involved in every step of the sale of the car in some capacity or another.

What was it that attracted you to this work?

I like the thought of working with and helping people. I also enjoy the challenge of seeing the dealership grow and succeed, and reflecting on my part in making that happen.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

By far the most important skills are people and communications skills. You need to like working with people and you need excellent communication skills with customers and co-workers. You need to be trustworthy, consistent and determined in your goals.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

You need to determine if you are a caring kind of person. You should also start out selling smaller items. For example I started out in shoe sales. As my experience grew I was able to take on bigger sales items. So any kind of retail sales experience would be helpful...or for that matter any kind of retail experience where you are in front of the customer. A business degree would be helpful, but is not necessary.

What is it that keeps you wanting to do this kind of work?

I like this job because every day brings a new challenge. I am goal oriented, and when I set and achieve a goal I get a level of excitement that brings me back for more the next day.

What qualities make for an exceptional First Line Supervisor- Sales?

I think you need to bring a level of sincerity. You need to have a love of sales, working with people, attention to detail, and you should be self and highly motivated.

Food Service Managers

Food Service Managers plan, organize, direct, control, or coordinate activities of an organization or department that serves food and/or beverages. Includes Food and Beverage Directors (OES 150261).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$8.00 - \$13.64/hr	\$11.33/hr
New Hires/Exp'd:	\$10.00 - \$16.25/hr	\$12.79/hr
Exp'd/After 3 Years:	\$12.64 - \$19.61/hr	\$15.34/hr

Hours: Almost all jobs are 40-50 hours per week.

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Almost all provide a vacation and sick leave. Many also provide dental and vision insurance. Some provide life insurance. SHARED COST: Many employers provide medical insurance and other benefits, including a retirement plan, and dental insurance. Some also provide vision and life insurance.

Training, Experience, and Other Requirements

License:	None
Education:	Most employers require a high school diploma or equivalent for job entry.
Experience:	Many employers do not require prior experience. Many others require 6-24 months of prior experience. Many employers are willing to accept training as a substitute for experience.
Training:	Some employers report that spreadsheet skills are important. Refer to Food Service Related Occupations in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be high (30-39%).

Size of Occupation

Large. There are approximately 1,410 - 1,725 food service managers currently employed in the North Bay Counties. Local surveys indicate about 35% are female.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2004. About 50-65 job openings are projected per year due to a net increase in occupation size. About 25-30 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of restaurant and food service managers is expected to increase about as fast as the average for all occupations through 2008. In addition to employment growth, the need to replace managers who transfer to other occupations or stop working will create many job openings. Opportunities to fill these openings are expected to be best for those with a bachelor's or associate degree in restaurant and institutional food service management.

Other Information

Where the Jobs Are: Restaurants and hotels (with in-house restaurants). Nationally, about 32% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings through in-house promotion or transfer and/or by hiring employee referrals. Some also fill openings by hiring unsolicited applicants and/or recruit applicants through newspaper advertisements.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods (5.00)
 - Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.16)
 - Knowledge of economic and accounting principles and practices, the financial markets, banking, and the analysis and reporting of financial data (3.50)
- Skills:**
- Managing one's own time and the time of others (4.33)
 - Adjusting actions in relation to others' actions (4.33)
 - Motivating, developing, and directing people as they work, identifying the best people for the job (4.16)
- Abilities:**
- The ability to communicate information and ideas in speaking so others will understand (4.66)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (4.66)
 - The ability to see details of objects at a close range (within a few feet of the observer) (4.16)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 17 employers surveyed representing 93 employees in this occupation.

Career Path: Food Service Managers

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Food Prep Worker Short-term OJT \$8.36/hr	Cook Cooks, Restaurant Moderate-term OJT \$10.04/hr	Assistant Manager	General Manager
Bus Person Dining Room and Cafeteria Attendants and Bartender Helpers Short-term OJT \$6.80/hr	Head Cook/Chef Chefs and Head Cooks \$16.06/hr	Manager Food Service Managers Work Experience \$19.89/hr	
Food Server Waiters and Waitresses Short-term OJT \$7.19/hr + tips	Bartender Short-term OJT \$8.43/hr		

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Recreation Workers	Bachelor degree	\$9.87
First-Line Supervisors/Managers of Food Preparation and Serving Workers	Work experience	\$12.94
First-Line Supervisors and Manager/Supervisors - Animal Care Workers, Except Livestock	Work experience	\$17.03
Lodging Managers	Work experience	\$19.56
Food Service Managers	Work experience	\$19.89
First-Line Supervisors, Administrative Support	Work experience	\$21.85
First-Line Supervisors, Customer Service	Work experience	\$21.85
Wholesale and Retail Buyers, Except Farm Products	Bachelor degree	\$21.92
Elementary School Teachers, Except Special Education	Masters degree	\$24.08
Administrative Services Managers	Bachelor + work exp	\$29.21
Industrial Production Managers	Bachelor + work exp	\$35.76

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Paul Tichy

What is your job title?

I am the owner and manager.

What kind of work do you do?

I usually run the kitchen in the back...all the cooking, the hot specials, soups of the day. My wife works in the front assisting the customers. I do many other things, and basically manage the whole place.

What are the things that attracted you to this type of work?

Since I was 14 I wanted to be a chef, so I went to culinary school in Czechoslovakia. After I finished, I came here and started working for hotels and catering companies as a sous chef. However, I was getting sick of being laid off because many people want to hire you for a season, and they don't want to pay the money you're asking for because it's only a temporary position. My wife and I decided to start our own business and now we don't have to deal with that anymore.

What kind of things do you do at work (skills)?

I come here early in the morning to do prep and breakfast cooking. I set up all the soups and chilis, make mochas, and help customers. Then I disappear in the back and start making the soup of the day and the special of the day. If someone calls for catering, I take care of that, too. On Fridays, I place supply orders. I also have to supervise people and make sure they follow safety, portion control, and food control. It's my responsibility to make sure everything is safe, follows nutritional guidelines, and adheres to the health codes. Everything is by the book. You just have to be very careful about what you're choosing and everything has to be fresh.

If you were starting over to be a food service manager, knowing what you know now, how would you better prepare yourself?

As I said, I was in the business since I was a little boy and I know a lot about cooking. But business itself is something completely new. Not just the paperwork, but how to provide service and make things appealing. Service is really important if you have a business, and I didn't know as much about that as I could have. We try to greet the people and be social. I believe that comes back in the form of more customers. Basically there's more to this business than just food, and some training or prior experience would have been helpful. Eventually I took some management classes.

What keeps you wanting to do this type of work?

It's our source of income, but more than that, it's our business and you have to take care of it like a little baby. I like that challenge. It's tough, but it's good.

What qualities make an exceptional food service manager?

You have to have a good service. Take care of your customers and just go with the flow.

Graphic Designers

Includes graphic artists.

Graphic Designers create original artwork using computer layout and design to visually enhance a product, concept, or message. Graphic designers work closely with project managers in advertising and marketing departments (DOT 141.061-998).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$7.00 - \$15.00/hr	\$11.00/hr
New Hires/Exp'd:	\$9.50 - \$19.18/hr	\$14.03/hr
Exp'd/After 3 Years:	\$10.00 - \$25.00/hr	\$17.00/hr

Surveys indicated that union wages were typically near the mid-point of the range.

Hours: Almost all jobs are 35-40 hours per week

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Almost all provide a vacation. Most provide sick leave. Many also provide dental and vision insurance. Some provide life insurance and a retirement plan. SHARED COST: Many employers provide medical and dental insurance. Some also provide vision insurance, a retirement plan, and life insurance.

Training, Experience, and Other Requirements

License: None

Education: Most employers require a high school diploma or equivalent for job entry. A few require an associate degree. A few others require a bachelor degree.

Experience: Many employers do not require prior experience. Many others require 6-24 months of prior experience, although many employers are willing to accept training as a substitute for experience.

Training: Most employers report that knowledge of PageMaker, QuarkExpress, PhotoShop, and Adobe Illustrator is important. Related programs in graphic design/art and visual communications are available. Refer to Graphic Designers in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a **good outlook** for job seekers without prior experience, and a **very good outlook** for those who are fully experienced. Annual turnover is estimated to be high (30-39%).

Size of Occupation

Small. There are approximately 450-550 graphic designers currently employed in the North Bay Counties. Local surveys indicate about 55% are female. Some jobs are union.

Employment Trends

Insufficient data; however, many employers surveyed expect their employment for this occupation to grow over the next two years. Nationwide, employment of visual artists is expected to grow faster than the average for all occupations through the year 2008. Because the visual arts attract many talented people with creative ability, the number of aspiring visual artists continues to grow.

Other Information

Where the Jobs Are: Advertising agencies, graphics design studios, newspapers and publishing companies, large retailers, other large employers and associations, schools and government agencies, television stations, and large or specialized film production companies. Nationally, about 26% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Many also fill openings by hiring employee referrals and/or recruit applicants through internet job listings. Some fill openings by hiring referrals from colleges and universities.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of theory and techniques required to produce, compose, and perform works of music, dance, visual arts, drama, and sculpture (5.00)
 - Knowledge of media production, communication, and dissemination techniques and methods including alternative ways to inform and entertain via written, oral, and visual media (4.33)
 - Knowledge of design techniques, principles, tools and instruments involved in the production and use of precision technical plans, blueprints, drawings, and models (4.16)
- Skills:**
- Finding ways to structure or classify multiple pieces of information (3.83)
 - Controlling operations of equipment or systems (3.83)
 - Generating a number of different approaches to problems (3.66)
- Abilities:**
- The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem (4.60)
 - The ability to come up with a number of ideas about a given topic. It concerns the number of ideas produced and not the quality, correctness, or creativity of the ideas. (4.00)
 - The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged (3.80)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 17 employers surveyed representing 97 employees in this occupation.

Career Path: Graphic Designers

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Layout/Production Artist Prepress Technicians and Workers Long-term OJT \$16.96/hr	Graphic Designer Bachelor + work exp \$21.19/hr	Senior Graphic Designer	Art Director Bachelor + work exp \$34.29/hr
Desktop Publisher Post-secondary training \$18.19/hr			Creative Director

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Music Arrangers and Orchestrators	Bachelor degree	—
Proofreaders and Copy Markers	Short-term OJT	\$12.60
Correspondence Clerks	Moderate-term OJT	\$13.73
Medical Secretaries	Post-secondary training	\$14.34
Pharmacy Technicians	Moderate-term OJT	\$15.19
Cartoonists	Bachelor degree	\$20.51
Graphic Designers	Bachelor + work exp	\$21.19
Radiologic Technologists	Associate degree	\$22.13
Petroleum Pump System Operators	Long-term OJT	\$24.61
Food Scientists and Technologists	Bachelor degree	\$25.12
Copy Writers	Bachelor degree	\$31.81

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Bob Dahlquist

What are some of the job titles you've previously held in this career field?

Designer and art director.

What kind of work do you do in your current job and what do you do in a typical day?

I mainly do identity work for small businesses and individuals. That means establishing a look for my clients. This usually involves creating a logotype, a palette of colors, and some kind of usage guidelines and standards that will identify their business, product, or service. I do book covers and other things that involve working with type. I also do photography, but most of my work is for printed matter. There isn't really a typical day, but a day of mine might involve a meeting or two, a presentation, and a press check. Quality control is an important part of a designer's day. I spend time on what I call ideation, or thinking about ideas or how to implement them visually. Most projects involve setting up computer files that I can hand over to a client, a printer, vendor, or collaborator.

What was it that attracted you to this work?

The ability to create and give ideas to life, to interpret ideas visually, and ultimately, to make things better. I think design is about improving a situation.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

A knowledge of how the eye perceives and judges things...a visual literacy so to speak, and how to get these visual ideas to translate into printed matter. You should also be able to communicate these ideas to the client and put them through print or screen graphics. Mostly you should know how to get the effect and impression across to clients in a convincing way.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

From an early age, I loved to draw. This was my training ground for learning to communicate visually. Observing pop culture may help, and even a knowledge of computer games, depending on the audience or client you are trying to reach. But mainly, being able to get a message across visually, and having the technical abilities to implement that message is the most important thing.

What is it that keeps you wanting to do this type of work?

A designer's job can vary a lot. Things change- clients, projects, audiences, technology, etc. There's a lot of discovery going on and a lot of re-discovery as well. Sometimes it wears you down, but the variety is more refreshing than anything else.

What qualities make for an exceptional Graphic Designer?

Graphic design is about being a visual communicator but it's also important to be able to verbally explain your solution and justify your approach. Organizational skills are important, as design is largely about engaging in a process.

Hairdressers, Hairstylists, and Cosmetologists

Hairdressers, Hairstylists, and Cosmetologists provide beauty services for customers, such as suggesting hair styles, cutting and styling hair, treating the scalp, applying make-up, and dressing wigs. Does not include Shampooers, Manicurists, and Beauty School Instructors (OES 680050).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$7.00 - \$11.50/hr	\$9.25/hr
New Hires/Exp'd:	\$7.00 - \$12.50/hr	\$10.42/hr
Exp'd/After 3 Years:	\$8.00 - \$34.52/hr	\$12.00/hr

These wages do not include tips. Some may work on a commission basis.

Hours: Many jobs are 35-50 hours per week. Some jobs are 12-30 hours per week.

Benefits:	Paid by:		Shared		Employee	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance	■	■	■■■	■	■	□
Dental Insurance	□	□	■■	□	■	□
Vision Insurance	□	□	■■	□	■	□
Life Insurance	□	□	■	□	■	□
Sick Leave	■	□	□	□	■	■
Vacation	■■■	□	■	□	□	■
Retirement	□	□	□	□	■	■
Child Care	□	□	□	□	□	□

■■■■■ = All (100%) ■■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: Required for this occupation; contact the California Bureau of Barbering and Cosmetology at (800) 952-5210 or go to <http://www.dca.ca.gov/barber/> for licensing information.

Education: Most employers require a high school diploma or equivalent for job entry. Some are willing to accept less than a high school level education.

Experience: Most employers require 6-36 months of prior experience. Some are willing to accept training as a substitute for experience.

Training: Completion of a cosmetology training program is required. Refer to Hairstylists in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Medium. There are approximately 1,075 – 1,310 hairdressers, hairstylists, and cosmetologists currently employed in the North Bay Counties. Local surveys indicate about 95% are female.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2004. About 25-30 job openings are projected per year due to a net increase in occupation size. About 30-35 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of barbers and cosmetologists is projected to grow about as fast as the average for all occupations through 2008.

Other Information

Where the Jobs Are: Beauty and hairstyling shops, and department stores with hair salons. Nationally, about 46% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring employee referrals and/or by hiring unsolicited applicants. Many fill openings by hiring referrals from schools or training programs.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.60)
 - Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (2.80)
 - Knowledge of principles and methods involved in showing, promoting, and selling products or services. This includes marketing strategies and tactics, product demonstration and sales techniques, and sales control systems (2.20)
- Skills:**
- Actively looking for ways to help people (4.20)
 - Listening to what other people are saying and asking questions as appropriate (3.40)
 - Talking to others to effectively convey information (3.40)
- Abilities:**
- The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (4.60)
 - The ability to keep the hand and arm steady while making an arm movement or while holding the arm and hand in one position (4.40)
 - The ability to communicate information and ideas in speaking so others will understand (4.00)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2001: 15 employers surveyed representing 80 employees in this occupation.

Career Path for Hairdressers, Hairstylists, and Cosmetologists

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Junior Hairstylist Hairdressers, Hairstylists, and Cosmetologists Post-secondary training \$9.44/hr	Hairstylist - Experienced	Shift Manager First-Line Supervisors/Managers of Personal Service Workers Work experience \$16.38/hr	Salon Manager
		Master Stylist	Salon Owner

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Athletic Trainers	Bachelor degree	—
Locker Room, Coatroom, and Dressing Room Attendants	Short-term OJT	\$8.82
Production Helpers	Short-term OJT	\$9.12
Hairdressers, Hairstylists, and Cosmetologists	Post-secondary training	\$9.44
Bindery Machine Setters and Set-Up Operators	Moderate-term OJT	\$10.63
Etchers, Hand	Short-term OJT	\$10.98
Pewter Casters and Finishers	Long-term OJT	\$11.28
Fabric Menders, Except Garment	Long-term OJT	\$13.76
Fabric and Apparel Patternmakers	Long-term OJT	\$18.55
Makeup Artists, Theatrical and Performance	Post-secondary training	\$19.58
Boat Builders and Shipwrights	Long-term OJT	\$20.30

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Kara Krischano

What are some of the job titles you've held previously in this career field?

Manager and hairstylist.

What kind of work do you do in your current job and what do you do in a typical day?

I do various activities as it relates to hairdressing. I work on clients, which usually averages 7 - 14 people per day. I do haircuts, styling, coloring, and perms. I also work on formal occasions such as brides and wedding parties.

What was it that attracted you to this work?

I find this work to be interesting. It allows me to express myself artistically. It is a fun job, a lot of times it doesn't feel like work. I have wanted to do this since I was 10 years old.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

Communication skills are very important. You need to be able to listen to your client, and understand what they want done with their hair. You need to know basic math. This will come into play as you are calculating color formulas. You will also need technical skills, which includes hair-cutting techniques. Continuing education is required so that you stay current on all the latest technology and procedures.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

Typically you will go to a beauty school to prepare for your state license exam. Once you obtain your license you are technically ready to work. However, I would recommend that someone become an assistant first, work with someone who has been doing it for ten or fifteen years. Find someone who can really show you step by step and really train you what it is like to work in the Salon business.

What is it that keeps you wanting to do this kind of work?

Again, this doesn't feel like a job to me. It is more like you get to hang out, and play with people's hair. I have a lot of freedom in setting my schedule. Another thing that is rewarding is that I get that instant gratification of seeing the finished product of my efforts.

What qualities make for an exceptional Hair Dresser?

I believe you need to be friendly, sincere, and develop your own style. You definitely need to be dedicated to your profession and be a hard worker. You need to stay on the leading edge of new techniques and styles. I also think that having a fashion sense is very important.

Hand Packers and Packagers

Includes courtesy clerks.

Hand Packers and Packagers pack or package by hand a wide variety of products and materials. Does not include workers whose jobs require more than minimum training (OES 989020).

Wages and Benefits

	Union	Median	Non-Union	Median
New Hires/Inexp'd:	\$7.00 - \$10.00/hr	\$7.50/hr	\$5.75 - \$8.25/hr	\$7.00/hr
New Hires/Exp'd:	\$7.00 - \$10.00/hr	\$7.75/hr	\$5.75 - \$9.00/hr	\$7.50/hr
Exp'd/After 3 Years:	\$7.50 - \$10.00/hr	\$9.00/hr	\$5.75 - \$12.00/hr	\$8.50/hr

Hours: Many jobs are 15-33 hours per week. Many other jobs are 36-40 hours per week.

Benefits: EMPLOYER PAID: Almost all employers provide medical insurance. Of the employers surveyed, all report that they provide a vacation. Most also provide sick leave, a retirement plan, vision insurance, and dental insurance. Some provide life insurance. SHARED COST: Few employers provide benefits. For part-time employees: Many employers provide medical insurance and other benefits, including dental insurance, vision insurance, sick leave, a vacation, and a retirement plan. Some also provide life insurance.

Training, Experience, and Other Requirements

License:	None
Education:	Almost all employers are willing to accept less than a high school level education for job entry.
Experience:	Almost all employers do not require prior experience.
Training:	Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Very large. There are approximately 3,315-4,050 hand packers and packagers currently employed in the North Bay Counties. Local surveys indicate about 55% are female. Many jobs are union.

Employment Trends

The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 155-190 job openings are projected per year due to a net increase in occupation size. About 85-100 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, driven largely by rapid growth in the industries in which they are most concentrated, faster-than-average growth is expected for vehicle washers and equipment cleaners, hand packers and packagers, and parking lot attendants.

Other Information

Where the Jobs Are: In a variety of industries, including grocery stores, beverage companies, and help supply/employment agencies. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring unsolicited applicants. Most also fill openings by hiring employee referrals and/or recruit applicants through newspaper advertisements.

Important Knowledge, Skills, and Abilities

Knowledge: • Knowledge of inputs, outputs, raw materials, waste, quality control, costs, and techniques for maximizing the manufacture and distribution of goods (3.20)

Skills: • Inspecting and evaluating the quality of products (3.00)
• Controlling operations of equipment or systems (3.00)

Abilities: • The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (4.40)
• The ability to correctly follow a given rule or set of rules in order to arrange things or actions in a certain order. The things or actions can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations. (3.40)
• The ability to coordinate movements of two or more limbs together (for example, two arms, two legs, or one leg and one arm) while sitting, standing, or lying down. It does not involve performing the activities while the body is in motion (3.20)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

*Source: O*NET Database version 3.0*

*Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 16 employers surveyed representing 261 employees in this occupation.*

Career Path: Hand Packers and Packagers

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Hand Packer or Courtesy Clerk Packers and Packagers, Hand Short-term OJT \$8.22/hr	Packaging or Filling Machine Operator Moderate-term OJT \$10.03/hr	Supervisor	Manager
	Cashier or Checker Cashiers Short-term OJT \$9.08/hr (or higher for grocery checkers)		

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Cleaners of Vehicles and Equipment	Short-term OJT	\$8.14
Packers and Packagers, Hand	Short-term OJT	\$8.22
Cutters and Trimmers, Hand	Short-term OJT	\$8.43
Painting, Coating, and Decorating Workers	Short-term OJT	\$9.90
Conveyor Operators and Tenders	Moderate-term OJT	\$10.20
Molding and Casting Workers	Short-term OJT	\$11.87
Upholsterers	Long-term OJT	\$12.56
Embossing Machine Set-Up Operators	Long-term OJT	\$14.60
Electrotypers and Stereotypers	Long-term OJT	\$16.96
Plate Finishers	Moderate-term OJT	\$16.96
Hand and Portable Power Tool Repairers	Long-term OJT	\$20.00

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Jon Liberti

What is your job title?

Pre-pack or packer.

What kind of work do you do?

I package almonds for shipment.

What are the things that attracted you to this type of work?

Well, I started off as a sorter but didn't like sitting on the belt sorting. They had more physical work like pre-pack where I get to move around and package and handle goods, or sample and check out damaged goods.

What kind of things do you do at work (skills)?

I keep inventory on the packages that run through the line and I make sure that there's a correct count on all the material that runs through. I take out the defective packages and place them in a separate pile. We count those as damaged goods, put them back into the machine, etc. etc. We run this process ALL day, and then we tape them up and ship them out to other countries.

If you were starting over to be a hand packer, knowing what you know now, how would you better prepare yourself?

You can touch up on your math skills. The packages that we get are different every day; you might have plastic packages one day and cans the next. They go by inventory so if you're good at math, then pre-pack's for you. If you're not, maybe you would want to check into something else.

What keeps you wanting to do this type of work?

Well there's a lot to learn with these almonds. There are about 33 varieties so it's hard to learn them all in a week or so. It's learning about the nuts that keeps me going, because I'm always learning something new. I've learned about different damages that can occur, how to identify damage from different insects, different types of almond growth, different packing procedures, and how to work with different varieties of almonds.

What qualities make an exceptional packer?

I'd say being able to work with a lot of people and their attitudes, because people have different attitudes on different days. Going in there with a good attitude is what makes a good packer. You should also have a team-player mentality. See, the better the team's attitude is, the better we all work together and the more production we get. If everyone's "bumping heads" it doesn't look too pretty on the packing floor.

Heating, Air Conditioning and Refrigeration Mechanics and Installers

Also known as HVAC service technicians.

Heating, Air Conditioning, and Refrigeration Mechanics and Installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems. Does not include workers who do only plumbing and pipefitting work (OES 859020).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$8.00 - \$10.59/hr	\$9.30/hr
New Hires/Exp'd:	\$8.00 - \$20.00/hr	\$13.50/hr
Exp'd/After 3 Years:	\$13.00 - \$25.00/hr	\$20.00/hr

Surveys indicated that union wages were typically at the top end of the range.

Hours: Almost all jobs are 40-50 hours per week.

Benefits: EMPLOYER PAID: Most employers provide medical insurance and other benefits, including paid vacation. Many also provide dental insurance. Some provide sick leave. A few provide vision insurance. SHARED COST: A few employers provide medical insurance. Some also provide a retirement plan.

Training, Experience, and Other Requirements

License: None

Education: Most employers require a high school diploma or equivalent for job entry. Some are willing to accept less than a high school level education.

Experience: Most employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are available. Refer to HVAC Mechanics and Technicians in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Small. There are approximately 325-395 HVAC service technicians currently employed in the North Bay Counties. Local surveys indicate less than 5% are female. Many jobs are union.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2004. About 10-15 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of heating, air-conditioning, and refrigeration mechanics and installers is expected to increase about as fast as the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Plumbing, heating, and air conditioning firms. Nationally, about 16% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring employee referrals and/or recruit applicants through newspaper advertisements. Some fill openings by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (4.83)
 - Knowledge of design techniques, principles, tools and instruments involved in the production and use of precision technical plans, blueprints, drawings, and models (3.66)
 - Knowledge of materials, methods, and the appropriate tools to construct objects, structures, and buildings (3.50)
- Skills:**
- Determining what is causing an operating error and deciding what to do about it (4.66)
 - Installing equipment, machines, wiring, or programs to meet specifications (4.66)
 - Repairing machines or systems using the needed tools (4.50)
- Abilities:**
- The ability to apply general rules to specific problems to come up with logical answers. It involves deciding if an answer makes sense. (3.80)
 - The ability to keep the hand and arm steady while making an arm movement or while holding the arm and hand in one position (3.40)
 - The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (3.40)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

*Source: O*NET Database version 3.0*

*Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 16 employers surveyed representing 150 employees in this occupation.*

Career Path: Heating, Air Conditioning, and Refrigeration Mechanics and Installers

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Helper or Apprentice Helpers--Pipelayers, Plumbers, Pipefitters Short-term OJT \$12.62/hr	HVAC Installer	Lead Tech/Foreman First-Line Supervisors/Managers of Mechanics, Installers Work Experience \$25.88/hr	HVAC/General Contractor
	HVAC Service Technician Heating and Air Conditioning Mechanics Long-term OJT \$18.82/hr	Manager	

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Manufactured Building and Mobile Home Installers	Long-term OJT	\$10.75
Model Makers, Wood	Long-term OJT	\$12.64
Outdoor Power Equipment and Other Small Engine Mechanics	Long-term OJT	\$13.49
Patternmakers, Wood	Long-term OJT	\$13.65
Rail Car Repairers	Long-term OJT	\$14.28
Recreational Vehicle Service Technicians	Long-term OJT	\$14.72
Motorcycle Mechanics	Long-term OJT	\$15.70
Heating and Air Conditioning Mechanics	Long-term OJT	\$18.82
Refrigeration Mechanics	Long-term OJT	\$18.82
Telecommunications Line Installers and Repairers	Long-term OJT	\$20.32
Frame Wirers, Central Office	Post-secondary training	\$21.09

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Andrew Josch

What is your job title?

I'm an HVAC engineer.

What kind of work do you do?

I service heating and cooling equipment. I test it, make sure it works, and if there's any problem, I fix it.

What are the things that attracted you to this type of work?

I like engineering. I was a heating engineer for a long time until I switched sides of the company and became refrigeration. It just seemed more interesting. Heating and refrigeration are connected, but they're separate as well. Most refrigeration engineers don't do heating. They just do one or the other. However, there are a few of us that do both.

What kind of things do you do at work (skills)?

I fault find the equipment if it doesn't work. I'll strip down compressors, re-build them on-site, change filters if need be on the air-conditioning equipment, and do other general service tasks. I do a general check on all the system equipment, and make sure it's running. I also test the oil and make sure everything's tight. That's basically what I do.

If you were starting over to be an HVAC mechanic, knowing what you know now, how would you better prepare yourself?

I would try and learn as much about mechanical things as possible. I would study more about pulling things apart, how they go together, and I'd learn basic electronics. There are an awful lot of electronics involved in HVAC.

What keeps you wanting to do this type of work?

I love the challenge; it's fun and always different. I like faultfinding because it's interesting and it keeps my brain going. The industry is also fast paced and there's always so much new equipment coming out on the market. There's also a lot of variety as far as the work goes; one minute you could be working in an office building on a little tiny split refrigeration unit, the next day you could be working in a warehouse on a ten-ton chiller. It's very different each day and I enjoy that challenge.

What qualities make an exceptional HVAC mechanic?

Somebody who can fault find but not jump straight in; they consider the problem and think it through before actually pulling things apart; somebody who takes his or her time and doesn't rush it; somebody without the 'bull in a china shop' mentality. You just take your time and exercise temperance. That's basically what would make a good engineer. And an exceptional engineer would enjoy the challenge of it all!

Home Health Aides

Home Health Aides care for elderly, convalescent, or handicapped person in home of patient. They perform duties for patients such as changing bed linen, preparing meals, assisting in and out of bed, bathing, dressing, grooming, and assisting with medications under doctors' orders or direction of nurse. Does not include Nursing Aides and Homemakers (OES 660110).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$6.25 - \$10.90/hr	\$8.25/hr
New Hires/Exp'd:	\$6.75 - \$12.10/hr	\$9.00/hr
Exp'd/After 3 Years:	\$7.75 - \$15.00/hr	\$10.00/hr

Hours: Some jobs are 35-55 hours per week. Some other jobs are 8-30 hours per week. Many of these jobs are on-call or temporary.

Benefits:	Paid by:	Employer		Shared		Employee	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance		■■■	■	■■	■	□	□
Dental Insurance		■■	■	■	■	■	□
Vision Insurance		■■	■	■	■	■	□
Life Insurance		■■	■	□	■	□	□
Sick Leave		■■■	■	■	■	□	□
Vacation		■■■■	■	■	■	□	□
Retirement		□	■	□	■	■	□
Child Care		■	□	□	□	□	□

■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)
 □ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: Licensing is required for this occupation; contact the State Department of Health Services at (916) 327-2445 or visit <http://www.dhs.ca.gov/> for licensing information.

Education: Most employers require a high school diploma or equivalent for job entry. Some are willing to accept less than a high school level education.

Experience: Many employers require 6-12 months of prior experience. Some employers are willing to accept training as a substitute for experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are available. Refer to Home Health Aides in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Medium. There are approximately 1,200 – 1,465 home health aides currently employed in the North Bay Counties. Local surveys indicate about 85% are female.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2004. About 45-55 job openings are projected per year due to a net increase in occupation size. About 15-20 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of home health and personal care aides is expected to be one of the fastest growing occupations through the year 2008.

Other Information

Where the Jobs Are: Hospitals, temporary staffing agencies, and home health care services. Nationally, about 3% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings through employee referrals. Most also recruit applicants through newspaper advertisements. Many fill openings by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.50)
 - Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures (4.00)
 - Knowledge of human behavior and performance, mental processes, psychological research methods, and the assessment and treatment of behavioral and affective disorders (3.33)
- Skills:**
- Actively looking for ways to help people (4.33)
 - Being aware of others' reactions and understanding why they react the way they do (3.66)
 - Listening to what other people are saying and asking questions as appropriate (3.50)
- Abilities:**
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.20)
 - The ability to communicate information and ideas in speaking so others will understand (4.00)
 - The ability to exert maximum muscle force to lift, push, pull, or carry objects (3.60)

Career Path for Home Health Aides

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Home Health Aide - Inexperienced Post-secondary training \$9.75/hr	Home Health Aide – Experienced	Licensed Vocational Nurse Licensed Practical and Licensed Vocational Nurses Post-secondary training \$18.05/hr	Health Care Professional e.g., Physician, Surgeon, etc. Professional degree
Nurse Aide Nursing Aides, Orderlies, and Attendants Post-secondary training \$9.76/hr	Home Health Services Scheduler	Registered Nurse Registered Nurses Associate degree \$27.82/hr	Health Care Services Administrator Medical and Health Services Managers Bachelor + work exp \$35.81/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Flight Attendants	Short-term OJT	—
Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	Short-term OJT	\$7.52
Personal and Home Care Aides	Short-term OJT	\$8.11
Barbers	Post-secondary training	\$8.72
Child Care Workers	Post-secondary training	\$9.18
Hotel, Motel, and Resort Desk Clerks	Short-term OJT	\$9.28
Hairdressers, Hairstylists, and Cosmetologists	Post-secondary training	\$9.44
Home Health Aides	Post-secondary training	\$9.75
Cooks, Institution and Cafeteria	Moderate-term OJT	\$10.84
Psychiatric Technicians	Associate degree	\$17.43
Licensed Practical and Licensed Vocational Nurses	Post-secondary training	\$18.05

Sources:

*Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
 California Employment Development Department OES Program (hourly wages for California)*

Career Dialogue with Dorothy M. Smith

What are some of the job titles you've held previously in this career field?

I started as a chore provider and worked in both private homes and for an Adult Service Agency.

What kind of work do you do in your current job and what do you do in a typical day?

As a Home Health Aide I go into patients homes and provide them with companionship, personal care, including bath, oral care, pedi-care and meal preparation. I also change bed linens, assist the patients in and out of bed, and assist them with grooming and dressing. When I arrive, I introduce myself and assess their needs. I try to make them as comfortable as possible.

What was it that attracted you to this work?

I love caring for people, especially people who cannot do for themselves. My passion for this work began when my sister and father were under hospice care. I was grateful for the care they were provided in their time of need and knew that I would also enjoy providing for people who needed assistance.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

I think you need to be compassionate. You also need to be a people person and have excellent communication skills. Of course it is important to know about healthcare and have medical training. You need patience and the ability to care for others and you need both emotional and physical strength.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

The best preparation is knowing that you have a passion for caring for others. You need experience with caring for others. You also need to have healthcare experience in either Home Health Aide or Certified Nursing Assistant Training.

What is it that keeps you wanting to do this kind of work?

The joy I get from caring for people. I love being able to give back.

What qualities make for an exceptional Home Health Aide?

To be exceptional as a Home Health Aide you need to have a good personality, outgoing, warm and compassionate. You also need the ability to think quickly on your feet and to have medical training to respond appropriately to the needs of the patient.

Hotel Desk Clerks

Also known as front desk agents and guest services agents.

Hotel Desk Clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests (OES 538080).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$6.00 - \$11.00/hr	\$8.00/hr
New Hires/Exp'd:	\$6.00 - \$12.00/hr	\$9.00/hr
Exp'd/After 3 Years:	\$8.00 - \$15.00/hr	\$11.00/hr

Hours: Most jobs are 40 hours per week. Some jobs are 20-30 hours per week.

Benefits: EMPLOYER PAID: Some employers provide medical insurance. Of the employers surveyed, all report that they provide a vacation. Many provide sick leave. Some also provide life insurance, vision insurance, and dental insurance. SHARED COST: Most employers provide medical insurance and a retirement plan. Many also provide dental insurance and vision insurance. Some provide life insurance. For part-time employees: Few employers provide benefits.

Training, Experience, and Other Requirements

License:	None
Education:	Almost all employers require a high school diploma or equivalent for job entry.
Experience:	Almost all employers do not require prior experience.
Training:	Some employers report that word processing skills are important. Employers generally provide on-the-job training for this occupation, although related training programs are available. Refer to Hotel Desk Clerks in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Small. There are approximately 565-695 hotel desk clerks currently employed in the North Bay Counties. Local surveys indicate about 70% are female.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2004. About 20-25 job openings are projected per year due to a net increase in occupation size. About 25-30 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of hotel, motel, and resort desk clerks is expected to grow about as fast as the average for all occupations through 2008, as more hotels, motels, and other lodging establishments are built and occupancy rates rise.

Other Information

Where the Jobs Are: Hotels and motels. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements and/or fill openings by hiring employee referrals. Some fill openings by hiring referrals from schools and training programs. Some also fill openings through in-house promotion or transfer and/or by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.16)
 - Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (3.50)
 - Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (3.16)
- Skills:**
- Actively looking for ways to help people (4.33)
 - Talking to others to effectively convey information (3.83)
 - Listening to what other people are saying and asking questions as appropriate (3.50)
- Abilities:**
- The ability to communicate information and ideas in speaking so others will understand (4.60)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (4.00)
 - The ability to speak clearly so that it is understandable to a listener (3.20)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

*Source: O*NET Database version 3.0*

*Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 16 employers surveyed representing 126 employees in this occupation.*

Career Path: Hotel Desk Clerks

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Housekeeping Maids and Housekeeping Cleaners Short-term OJT \$8.25/hr	Hotel, Motel, and Resort Desk Clerks Short-term OJT \$9.28/hr	Front Desk Supervisor	Manager Lodging Managers Work Experience \$19.56/hr
Bell Staff/Concierge		Assistant Manager	

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Hotel, Motel, and Resort Desk Clerks	Short-term OJT	\$9.28
Travel Clerks	Short-term OJT	\$13.08
New Accounts Clerks	Work experience	\$13.35
Travel Agents	Post-secondary training	\$13.83
Claims Takers, Unemployment Benefits	Moderate-term OJT	\$14.13
Interviewers, Except Eligibility and Loan	Short-term OJT	\$14.74
Adjustment Clerks	Short-term OJT	\$15.03
Customer Service Representatives, Utilities	Short-term OJT	\$15.03
Dispatchers, Except Police, Fire, and Ambulance	Moderate-term OJT	\$15.21
Human Resources Assistants, Except Payroll and Timekeeping	Short-term OJT	\$16.72
Court Clerks	Short-term OJT	\$17.02

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Aimee Jensen

What is your job title?

I am a front desk clerk.

What type of work do you do?

I check guests in and out of the hotel. I answer telephones and take reservations. I'm also the night auditor, so I do the daily paper work. I also set up breakfasts and other accommodations.

What are the things that attracted you to this type of work?

Hotels are very nice and the shifts are very flexible as to when I could work.

If you were starting over to be a motel desk clerk, knowing what you know now, how would you better prepare yourself?

I don't think I would do anything different.

What keeps you wanting to do this type of work?

Well again, it's flexible and works around my school schedule. My superiors respect me and I get paid decently. I also get good hours.

What qualities, in your opinion, make a good motel desk clerk?

I would say patience, being able to interact with the public, efficiency, and definitely being able to handle multiple tasks simultaneously.

Human Service Workers

Includes direct care staff and a variety of social service assistants, aides, and specialists.

Human Service Workers assist social group workers and caseworkers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide services to families and clients where the nature of the problem, or relationships involved, is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services. Does not include Residential Counselors and Psychiatric Technicians (OES 273080).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$6.25 - \$14.38/hr	\$9.00/hr
New Hires/Exp'd:	\$6.25 - \$18.22/hr	\$10.89/hr
Exp'd/After 3 Years:	\$6.25 - \$20.00/hr	\$14.34/hr

Some human service workers may also receive bonuses.

Hours: Most jobs are 35-50 hours per week. Some jobs are 13-30 hours per week.

Benefits: Paid by:	Employer		Shared		Employee	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance	■ ■	■	■	■	□	□
Dental Insurance	■	■	■	□	■	■
Vision Insurance	■	□	■	□	■	■
Life Insurance	■	□	□	□	□	□
Sick Leave	■ ■ ■	■	□	□	■	□
Vacation	■ ■ ■ ■	■	□	□	□	□
Retirement	■	■	■	□	■	□
Child Care	□	□	□	□	□	□

■ ■ ■ ■ ■ = All (100%) ■ ■ ■ ■ = Almost All (80-99%) ■ ■ ■ = Most (60-79%) ■ ■ ■ = Many (40-59%) ■ ■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Most employers require a high school diploma or equivalent for job entry.

Experience: Most employers require or prefer 6-24 months of prior experience. Most are willing to accept training as a substitute for experience.

Training: Some employers report that word processing skills are important. Refer to Human Service Workers in the Occupation-Training Index for information on related training programs.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2001: 16 employers surveyed representing 125 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Medium. There are approximately 885 – 1,080 human service workers currently employed in the North Bay Counties. Local surveys indicate about 75% are female.

Employment Trends

The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 40-50 job openings are projected per year due to a net increase in occupation size. About 20-25 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of human service workers and assistants is projected to grow much faster than the average for all occupations between 1998 and 2008.

Other Information

Where the Jobs Are: Individual and family social services, residential care facilities, job training and vocational rehabilitation services, and other social service agencies. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring employee referrals and/or recruit applicants through newspaper advertisements. Some also fill openings by hiring referrals from employment agencies and/or by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.50)
 - Knowledge of information and techniques needed to rehabilitate physical and mental ailments and to provide career guidance including alternative treatments, rehabilitation equipment and its proper use, and methods to evaluate treatment effects (4.33)
- Skills:**
- Being aware of others' reactions and understanding why they react the way they do (4.16)
 - Talking to others to effectively convey information (4.16)
 - Listening to what other people are saying and asking questions as appropriate (3.83)
- Abilities:**
- The ability to communicate information and ideas in speaking so others will understand (4.80)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (4.20)
 - The ability to communicate information and ideas in writing so others will understand (3.60)

Career Path for Human Service Workers

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Human Service Worker - e.g., Assistant, Aide, and (Non-Professional) Counselor Social and Human Service Assistants Associate degree \$13.50/hr	Human Service Worker - e.g., Technician, Specialist, and (Non- Professional) Counselor	Supervisor Social and Community Service Managers Bachelor + work exp \$23.54/hr	Administrator
Clerical Support Worker Secretaries, Except Legal, Medical, and Executive Post-secondary training \$14.34/hr		Program Coordinator or Manager	Counselor Child, Family, and School Social Workers Masters degree \$17.90/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Personal and Home Care Aides	Short-term OJT	\$8.11
Residential Advisors	Work experience	\$9.91
Social and Human Service Assistants	Associate degree	\$13.50
Travel Agents	Post-secondary training	\$13.83
Procurement Clerks	Short-term OJT	\$15.85
Child, Family, and School Social Workers	Masters degree	\$17.90
Real Estate Sales Agents	Post-secondary training	\$18.34
Clergy	Professional degree	\$19.26
Paralegals and Legal Assistants	Associate degree	\$22.41
Insurance Sales Agents	Bachelor degree	\$26.11
Sales Representatives, Agricultural	Moderate-term OJT	\$31.81

Sources:

*Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
 California Employment Development Department OES Program (hourly wages for California)*

Career Dialogue with Katy VanZant

What are some of the job titles you've held previously in this career field?

In the past I have been a companion, which means that I lived with someone with specific needs, which I took care of. I have also been an instructional assistant, and an instructional program assistant. I am currently the program director.

What kind of work do you do in your current job and what do you do in a typical day?

Currently I supervise and coordinate services for our clients. Typically I will pick up messages and deal with them as appropriate. I supervise 10 job coaches who currently work with about 30 clients. I coordinate all of the scheduling for client services, seek out other opportunities for our agency, and I perform client assessments. I perform daily business activities and I act as a resource for information about our programs.

What was it that attracted you to this work?

I had this philanthropic desire to help people. After I graduated from college I became a companion and realized that I wanted to contribute to help weave the fabric of society.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

The entry-level position requires a great deal of patience. You would also need writing skills, and be able to learn quickly. The one thing that I would emphasize is that this job requires someone to be a visionary to help our clients meet their full potential. You need common sense, and some physical ability.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

It would good for someone to have their Associates degree in Human Services. We also have a substitute program where someone can come in, get paid, and see if they really want to do this kind of work. The most important thing is that you have to like people, ALL people.

What is it that keeps you wanting to do this kind of work?

I am good at it. I have been at this position for two years, and my goal was to get to a point where I could run a program, which I am realizing. I also like the daily challenges.

What qualities make for an exceptional Human Services Worker?

I think the most important skills are good communication, being able to empathize with someone, patience, and to have vision for your clients.

Industrial Truck and Tractor Operators

Also known as forklift operators.

Industrial Truck and Tractor Operators operate gasoline or electric powered industrial trucks or tractors equipped with forklift, elevated platform, or trailer hitch to move materials within an establishment, warehouse, storage yard, factory, or at a construction site. Does not include Logging Tractor Operators (OES 979470).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$7.00 - \$10.00/hr	\$9.25/hr
New Hires/Exp'd:	\$7.25 - \$12.00/hr	\$11.00/hr
Exp'd/After 3 Years:	\$8.00 - \$19.00/hr	\$14.00/hr

Hours: Almost all jobs are 40-55 hours per week.

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Almost all provide a vacation. Most provide sick leave. Many also provide a retirement plan. Some provide dental, vision, and life insurance. SHARED COST: Many employers provide medical insurance. Most provide dental insurance. Many also provide a retirement plan, life insurance, and vision insurance.

Training, Experience, and Other Requirements

License:	None
Education:	Most employers are willing to accept less than a high school level education for job entry. Some require a high school diploma or equivalent.
Experience:	Almost all employers do not require prior experience.
Training:	Employers generally provide on-the-job training for this occupation, although related training programs are available. Refer to Forklift/Industrial Truck Operators in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Medium. There are approximately 780-950 industrial truck and tractor operators currently employed in the North Bay Counties. Local surveys indicate about 25% are female.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2004. About 25-30 job openings are projected per year due to a net increase in occupation size. About 10-15 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of material moving equipment operators will increase slower than the average for all occupations through 2008. The expected growth stems from an expanding economy and increased spending on the Nation's infrastructure of highways, bridges, and dams. However, equipment improvements, including the growing automation of material handling in factories and warehouses, continue to raise productivity and moderate the demand for skilled operators.

Other Information

Where the Jobs Are: Wholesalers and manufacturers, trucking and warehousing, food processing, and personnel supply services. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring employee referrals and/or by hiring unsolicited applicants. Some fill openings through in-house promotion or transfer and/or by hiring referrals from the Employment Development Department.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including their relative costs, advantages, and limitations (4.00)
 - Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (3.50)
- Skills:**
- Controlling operations of equipment or systems (3.80)
 - Determining the kind of tools and equipment needed to do a job (3.60)
 - Performing routine maintenance and determining when and what kind of maintenance is needed (3.40)
- Abilities:**
- The ability to coordinate movements of two or more limbs together (for example, two arms, two legs, or one leg and one arm) while sitting, standing, or lying down. It does not involve performing the activities while the body is in motion (4.20)
 - The ability to quickly and repeatedly make precise adjustments in moving the controls of a machine or vehicle to exact positions (4.20)
 - The ability to exert maximum muscle force to lift, push, pull, or carry objects (3.60)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

*Source: O*NET Database version 3.0*

*Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 15 employers surveyed representing 224 employees in this occupation.*

Career Path: Industrial Truck and Tractor Operators

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Yard Worker or Stock Clerk Stock Clerks- Stockroom, Warehouse/Storage Yard Short-term OJT \$11.10/hr	Forklift Operator Industrial Truck and Tractor Operators Short-term OJT \$13.53/hr	Foreman or Supervisor First-Line Supervisors of Helpers, Laborers and Material Movers \$20.06/hr	Receiving or Dept. Manager Storage and Distribution Managers Bachelor Degree + work exp \$30.30/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Fishers and Related Fishing Workers	Short-term OJT	—
Cleaners of Vehicles and Equipment	Short-term OJT	\$8.14
Production Helpers	Short-term OJT	\$9.12
Plastic Molding and Casting Machine Operators and Tenders	Moderate-term OJT	\$9.87
Machine Feeders and Offbearers	Short-term OJT	\$9.98
Conveyor Operators and Tenders	Moderate-term OJT	\$10.70
Pourers and Casters, Metal	Short-term OJT	\$11.76
Industrial Truck and Tractor Operators	Short-term OJT	\$13.53
Excavating and Loading Machine Operators	Moderate-term OJT	\$20.78
Paving, Surfacing, and Tamping Equipment Operators	Moderate-term OJT	\$20.89
Boiler Operators and Tenders, Low Pressure	Moderate-term OJT	\$25.45

Sources:

*Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
 California Employment Development Department OES Program (hourly wages for California)*

Career Dialogue with Ted Brice

What is your job title?

I am a lumber sales representative.

What kind of work do you do?

I keep the lumber department stocked, assist customers with questions and getting lumber, I unload the shipments that come in, and help keep our department clean and safe.

What are the things that attracted you to this type of work?

I am a seasonal firefighter and I am also going to school. I needed a good solid job for the winter and something that would work around my class schedule. I've used a forklift at my last job, so that was a plus.

What kind of things do you do at work (skills)?

There is a lot going on around here and there are a lot of people to help, so having a team attitude is a must and is also the most important skill, in my opinion. You also need to have good math skills for helping customers, and good motor skills so you don't wind up somewhere you don't need to be when you're driving the forklift.

If you were starting over to be a forklift operator, knowing what you know now, how would you better prepare yourself?

Well, there isn't much I could do. If you do this type of work, you have to have a license, which I do. Not only that, but each time you drive at a new place, they have you learn their own rules and regulations, and you can't really prepare for that.

What keeps you wanting to do this type of work?

I enjoy working with people and having a job where I am active. And since I work with other equipment as a firefighter this is not too different from what I already know.

What qualities make an exceptional forklift operator?

Patience. You can't be in a hurry while you're moving around a load of lumber because someone could easily get hurt. You also have to be very alert because there are customers, workers, and merchandise all over the place. You have to be careful not to develop tunnel vision to where you are concentrating on just one thing. You need to be able to recognize things in your peripheral vision.

Instructional Aides

Also known as instructional assistants and teacher's aides/assistants.

Instructional Aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, arts and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils (OES 315211).

Wages and Benefits

	Union	Median	Non-Union	Median
New Hires/Inexp'd:	\$7.00 - \$11.88/hr	\$9.48/hr	\$7.50 - \$11.00/hr	\$8.75/hr
New Hires/Exp'd:	\$7.00 - \$11.88/hr	\$9.73/hr	\$7.50 - \$13.50/hr	\$8.44/hr
Exp'd/After 3 Years:	\$8.00 - \$14.00/hr	\$10.72/hr	\$7.75 - \$14.00/hr	\$11.45/hr

Hours: Almost all jobs are 15-30 hours per week. A few jobs are 35-40 hours per week.

Benefits: EMPLOYER PAID: Most employers provide medical insurance. Of the employers surveyed, all report that they provide sick leave and a vacation. Most also provide dental, vision, and life insurance. Many provide a retirement plan. SHARED COST: Many employers provide medical insurance and child care benefits. For part-time employees: Most employers provide medical insurance. Almost all provide sick leave. Most also provide dental insurance. Many provide vision insurance, a vacation, and a retirement plan. Some provide life insurance and child care benefits.

Training, Experience, and Other Requirements

License:	None
Education:	Almost all employers require a high school diploma or equivalent for job entry.
Experience:	Almost all employers do not require prior experience.
Training:	Some employers report that word processing skills are important. Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Very large. There are approximately 4,495 - 5,490 instructional aides currently employed in the North Bay Counties. Local surveys indicate about 90% are female. Most jobs are union.

Employment Trends

The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 205-250 job openings are projected per year due to a net increase in occupation size. About 55-65 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of teacher assistants is expected to grow faster than the average for all occupations through 2008. Student enrollments are expected to rise, spurring demand for teacher assistants to assist and monitor students and provide teachers with clerical assistance.

Other Information

Where the Jobs Are: Public school districts and private educational facilities. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring employee referrals. Many fill openings by hiring unsolicited applicants and/or recruit applicants through internet job listings. Some fill openings by hiring referrals from colleges and universities.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (4.80)
 - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (3.60)
 - Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (3.00)
- Skills:**
- Teaching others how to do something (4.80)
 - Talking to others to effectively convey information (4.60)
 - Listening to what other people are saying and asking questions as appropriate (4.40)
- Abilities:**
- The ability to communicate information and ideas in speaking so others will understand (4.60)
 - The ability to communicate information and ideas in writing so others will understand (4.20)
 - The ability to speak clearly so that it is understandable to a listener (4.00)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 15 employers surveyed representing 482 employees in this occupation.

Career Path: Instructional Aides

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Teacher's Aide	Instructional Aide Teacher Assistants Work experience \$21,775/yr	Secretary Secretaries, Except Legal, Medical, and Executive Post-secondary training \$14.34/hr	Teacher Elementary School Teachers, Except Special Education Masters degree \$48,150/yr
			Teacher Secondary School Teachers, Except Special and Vocational Education Masters degree \$51,736/yr
			Education Administrator Elementary and Secondary School Masters + work exp \$82,301/yr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title

Art, Drama, and Music Teachers, Postsecondary

English Language and Literature Teachers, Postsecondary

Foreign Language and Literature Teachers, Postsecondary

Graduate Teaching Assistants

Teacher Assistants

Welfare Eligibility Workers and Interviewers

Self-Enrichment Education Teachers

Archivists

Vocational Education Teachers, Postsecondary

Adult Literacy, Remedial Education, and GED Teachers and
Instructors

Psychiatrists

Education/Training Level Wage

Doctoral degree

—

Doctoral degree

—

Doctoral degree

—

Masters degree

—

Work experience

\$10.89

Moderate-term OJT

\$14.13

Work experience

\$16.83

Masters degree

\$20.25

Bachelor + work exp

\$24.20

Bachelor degree

\$27.73

Professional degree

\$55.26

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)

California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Jone Caswell

What is your job title?

Educational assistant.

What type of work do you do?

I monitor kids during cafeteria, playground, and before and after school. If the children have projects going or if the teacher needs me to work with the children, I do that as well. I also grade and correct papers.

What are the things that attracted you to this type of work?

Initially it was the hours, holidays off, and to work around my family's needs and schedules. The benefits also attracted me because my husband worked for himself. The other thing was to get a glimpse of what working in schools and being the teacher's assistant involves. I began working with a local educational program and then I understood how we could be instrumental in bringing a child's growth about.

What are the tasks you perform at work (skills)?

Within this school, every educational assistant does different things. But most of the time we help in preparing projects, correcting and running papers, helping in the classroom, and working one on one with students. We do assessment of children and sometimes help with the testing when it comes close to report card time. We also help with counting and motor skills. I work with special reading groups as well.

If you were starting over to be a teacher assistant, knowing what you know now, how would you better prepare yourself?

I wouldn't do anything different. I like the idea of going in as a volunteer. A lot of parents don't have any idea of what's involved in a day at school, but volunteering in schools is a good way to get an idea if this is something that you really want to do.

What keeps you wanting to do this type of work?

It's the growth that I see in the kids that makes me want to continue. I like working with them, seeing them grow, and meeting their needs. When you see things click and the light go on in their eyes it's just magical. That's what keeps me going.

What qualities, in your opinion, make a good teacher assistant?

You need to love children and should at least have one or two of your own so that you can have the experience first hand with their basic needs. You should know that all children are different; they all have needs, and want to learn. You need to be flexible and versatile because the job is always changing. You should feel committed to the children and getting an Associate Degree would be helpful if you're doing reading groups.

Internet Web Site Designers (Webmasters)

Internet Web Site Designers/Developers (Webmasters) are responsible for managing the content of an organization's Internet web site. Usually using specialized software, they create, design and maintain web pages to communicate an organization's message to Internet users (Modified DOT 031.064-999).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$6.75 - \$20.00/hr	\$10.65/hr
New Hires/Exp'd:	\$6.75 - \$33.56/hr	\$20.00/hr
Exp'd/After 3 Years:	\$12.00 - \$40.75/hr	\$28.77/hr

Hours: Almost all jobs are 40-45 hours per week.

Benefits:	Paid by:	Employer		Shared		Employee	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance		■■	—	■■■	—	□	—
Dental Insurance		■■	—	■■	—	■	—
Vision Insurance		■■	—	■■	—	□	—
Life Insurance		■■■	—	■	—	■	—
Sick Leave		■■■■	—	■	—	□	—
Vacation		■■■■	—	■	—	□	—
Retirement		■■	—	■■	—	■	—
Child Care		■	—	□	—	□	—

■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Many employers require an associate or bachelor degree for job entry. Many others will accept a high school diploma or equivalent.

Experience: Almost all employers require 6-36 months of prior experience. Many are willing to accept training as a substitute for experience.

Training: Most employers report that word processing skills are important. Many also report that database and spreadsheet skills are important. Many report that knowledge of graphics software and HTML programming/publishing skills are important. Refer to Webmasters in the Occupation-Training Index for information on related training programs.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%) CCOIS survey data collected in 2001: 15 employers surveyed representing 36 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Small. There are approximately 100-200 web site designers/developers currently employed in the North Bay Counties. Local surveys indicate about 35% are female.

Employment Trends

Insufficient data; however, many of the employers surveyed expect their employment in this occupation to grow. Nationwide, employment of computing professionals is expected to increase much faster than average for all occupations through the 2008.

Other Information

Where the Jobs Are: Internet Service Providers (ISPs) and a wide variety of other employers who use the internet for communication and/or advertising. Self-employment is common.

Methods Used to Fill Job Openings: Most employers fill openings by hiring employee referrals and/or recruit applicants through internet job listings. Some also fill openings through in-house promotion or transfer and/or by hiring referrals from colleges or universities. Some fill openings by hiring referrals from employment agencies and/or by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (4.54)
 - Knowledge of media production, communication, and dissemination techniques and methods including alternative ways to inform and entertain via written, oral, and visual media (4.31)
 - Knowledge of design techniques, principles, tools and instruments involved in the production and use of precision technical plans, blueprints, drawings, and models (4.08)
- Skills:**
- Writing computer programs for various purposes (4.46)
 - Determining what is causing an operating error and deciding what to do about it (4.31)
 - Systems analysis skills are important in determining how a system should work. This skill is also used to figure out how changes in conditions, operations, and the environment will affect outcomes. (4.23)
- Abilities:**
- The ability to match or detect differences between colors, including shades of color and brightness (4.00)
 - The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged (4.00)
 - The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem (3.92)

Career Path for Internet Web Site Designers (Webmasters)

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Graphic Art Technician Prepress Technicians and Workers Long-term OJT \$16.96/hr	Website Designer/Developer Work experience	Webmaster Work experience	Computer Programmer Computer Programmers Bachelor degree \$32.96/hr
Desktop Publishing Specialist Desktop Publishers Post-secondary training \$18.19/hr	Graphic Designer Bachelor + work exp \$21.19/hr	Website Programmer	Computer Engineer Computer Software Engineers, Applications Bachelor degree \$39.47/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title

Webmasters

O*NET-SOC Occupation Title	Education/Training Level	Wage
Webmasters	Work experience	—
Health Educators	Bachelor degree	\$19.93
Electronic Drafters	Post-secondary training	\$22.01
Chemists	Bachelor degree	\$25.12
Food Scientists and Technologists	Bachelor degree	\$25.12
Product Safety Engineers	Bachelor degree	\$26.35
Computer Security Specialists	Bachelor degree	\$28.65
Technical Writers	Bachelor degree	\$28.66
Copy Writers	Bachelor degree	\$31.81
Management Analysts	Bachelor + work exp	\$31.89
Industrial Engineers	Bachelor degree	\$32.90

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Terry Mulgannon

What are some of the job titles you've held previously in this career field?

I have held positions as an on-line manager, and editor, and a project manager.

What kind of work do you do in your current job and what do you do in a typical day?

I am responsible for making sure the relevant portions of the local newspaper are on-line. I also ensure the functionality of the on-line directory and the automated links. My day consists of a review of the web site checking each section to ensure that it is operating correctly. I also do long range planning for future development of the web site. I have a group of interns that work under my direction, which affords me the opportunity to delegate less complex issues to them.

What was it that attracted you to this work?

I had a long career in print publishing. Given all of the new technology this seemed like a natural transition.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

I think you need to have a self-starter attitude and have a strong interest in the Internet. You should be dedicated to your work and pay close attention to detail. You need to be organized and a good time manager. I think you need to have refined problem-solving skills, which would include the ability to prioritize problems based on their scope. You should know basic HTML and fundamentals of computer coding.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

To be successful I think you need to thoroughly learn HTML. I also think you need to be proficient at basic computer coding. I can't emphasize enough that you need to know HTML code. Just using an HTML editor is not enough. My strongest recommendation would be to go on the Internet and look at code. Take anything you find interesting and try and manipulate it to do something you want using only code. I would strongly suggest that you avoid editor software or any kind of web publishing software. Learn to code.

What is it that keeps you wanting to do this kind of work?

Coming from the print media world I like the sense of immediacy that the Internet and its related technology provide. It affords me the opportunity to be creative and I get instant results for my efforts. There are a lot more opportunities and possibilities in this occupation than there are in print media.

What qualities make for an exceptional Internet Designer?

I think someone needs technical and creative skills, and can take those skills and bring to bear a practical vision that is executable in a timely manner.

Janitors and Cleaners – Except Maids and Housekeeping Cleaners

Also known as custodians.

Janitors and Cleaners, Except Maids and Housekeeping Cleaners, keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing rubbish. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalk. Does not include Maids and Housekeepers (OES 670050).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$6.50 - \$11.73/hr	\$8.00/hr
New Hires/Exp'd:	\$6.25 - \$12.32/hr	\$10.00/hr
Exp'd/After 3 Years:	\$8.00 - \$15.00/hr	\$11.51/hr

Hours: Many jobs are 35-40 hours per week. Many other jobs are 12-24 hours per week.

Benefits:	Paid by:		Shared		Employee	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance	■	□	■	■■	■	■
Dental Insurance	■	■	■	■	□	■
Vision Insurance	■	□	■	■■	□	■
Life Insurance	■	□	■	■	□	□
Sick Leave	■	■■	□	■	□	□
Vacation	■■	■■	□	■	□	□
Retirement	□	□	■■	■■	□	□
Child Care	□	■	□	□	□	□

■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Most employers are willing to accept less than a high school level education for job entry. Some require a high school diploma or equivalent.

Experience: Most employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%) CCOIS survey data collected in 2001: 15 employers surveyed representing 216 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Very large. There are approximately 6,295 – 7,695 janitors and cleaners currently employed in the North Bay Counties. Local surveys indicate about 40% are female.

Employment Trends

The growth rate is projected to be the same as the average for all occupations through the year 2004. About 180-225 job openings are projected per year due to a net increase in occupation size. About 130-160 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of janitors and cleaners and institutional cleaning supervisors is expected to grow about as fast as average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Schools and colleges and janitorial/maintenance companies. Nationally, about 3% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring employee referrals and/or recruit applicants through newspaper advertisements. Most also fill openings by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (4.00)
 - Knowledge of the composition, structure, and properties of substances and of the chemical processes and transformations that they undergo. This includes uses of chemicals and their interactions, danger signs, production techniques, and disposal methods (3.00)
 - Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (3.00)
- Skills:**
- Performing routine maintenance and determining when and what kind of maintenance is needed (3.83)
 - Repairing machines or systems using the needed tools (3.50)
 - Determining what is causing an operating error and deciding what to do about it (3.00)
- Abilities:**
- The ability to exert maximum muscle force to lift, push, pull, or carry objects (4.00)
 - The ability to exert one's self physically over long periods of time without getting winded or out of breath (3.83)
 - The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (3.83)

Career Path for Janitors and Cleaners – Except Maids and Housekeeping Cleaners

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Janitor/Cleaner Janitors and Cleaners, Except Maids and Housekeeping Cleaners Short-term OJT \$9.87/hr	Janitor/Maintenance Worker	Supervisor or Manager Janitorial Supervisors Work experience \$15.45/hr	Janitorial Services Company Owner
Maid Maids and Housekeeping Cleaners Short-term OJT \$8.25/hr	Lead Janitor	Maintenance Repairer Maintenance and Repair Workers, General Work experience \$15.56/hr	Construction Trades Worker (Skilled)

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Production Helpers	Short-term OJT	\$9.12
Production Laborers	Short-term OJT	\$9.12
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	Short-term OJT	\$9.87
Landscaping and Groundskeeping Workers	Short-term OJT	\$10.36
Helpers--Installation, Maintenance, and Repair Workers	Short-term OJT	\$11.57
Helpers--Carpenters	Short-term OJT	\$12.08
Helpers--Brickmasons, Blockmasons, Stonemasons, and Tile and Marble Setters	Short-term OJT	\$12.96
Industrial Truck and Tractor Operators	Short-term OJT	\$13.53
Logging Tractor Operators	Short-term OJT	\$15.42
Construction Drillers	Moderate-term OJT	\$16.16
Ordinary Seamen and Marine Oilers	Short-term OJT	\$17.29

Sources:

*Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
 California Employment Development Department OES Program (hourly wages for California)*

Career Dialogue with Bruce Flynn

What are some of the job titles you've held previously in this career field?

Building maintenance technician, worker

What kind of work do you do in your current job and what do you do in a typical day?

I do residential and commercial cleaning. I specialize in cleaning windows and frames in new construction right before the owner takes possession. I also clean cabinets or whatever needs to be cleaned after the completion of construction. I can also do some minor repairs and adjustments. I am kind of a jack-of-all-trades. In a typical day I arrive on the job site and assess what needs to be cleaned on that day. I then proceed to clean the buildings.

What was it that attracted you to this work?

It was kind of funny. I was a Park Ranger, and I picked up the paper one day. I saw an ad for a "Jack of all Trades". This appealed to me as I really enjoy the variety that this job provides.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

Someone should be proficient at window cleaning, which involves technique and skill to do it right. I would also say that someone should be a good team player, reliable, honest, and have a keen sense of attention to detail. Above all dependability is important. My employer has to be confident that I will be at the job site when I am supposed to be.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

On the job training is the best way to learn this job. Any handy-person skills are a plus. But the thing that I would recommend to someone is to start at the bottom and prove yourself a hard and disciplined worker. If you are reliable, hard worker, and you are willing learn new things, you will progress pretty quickly.

What is it that keeps you wanting to do this kind of work?

I like the variety. I like that I travel to different job sites all of the time. I like working with people who may be in different trades. This allows me to learn new things.

What qualities make for an exceptional Janitor?

A person needs to be trustworthy. You have to pay attention to detail, and most importantly you need to be reliable and dependable.

Laboratory Technicians - Winery

Laboratory Technicians, Winery, conduct and analyze laboratory/quality control tests as prescribed by company procedures and, when applicable, ensure compliance with State and Federal regulations. This is the entry level position (Modified DOT 029.261-999).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$8.00 - \$14.06/hr	\$11.75/hr
New Hires/Exp'd:	\$12.00 - \$15.50/hr	\$14.38/hr
Exp'd/After 3 Years:	\$12.00 - \$20.00/hr	\$15.10/hr

Hours: Almost all jobs are 40-50 hours per week. A few jobs are seasonal, ranging from 40-60 hours per week.

Benefits: EMPLOYER PAID: Most employers provide medical insurance. Of the employers surveyed, all report that they provide sick leave. Almost all provide a vacation and life insurance. Most also provide vision and dental insurance. Many provide a retirement plan. SHARED COST: Many employers provide medical insurance and a retirement plan. Some also provide dental insurance.

Training, Experience, and Other Requirements

License:	None
Education:	Many employers require a high school diploma or equivalent for job entry. Some require a bachelor degree. A few are willing to accept an associate degree.
Experience:	Almost all employers do not require prior experience.
Training:	Most employers report that word processing and spreadsheet skills are important. Some also report that database skills are important. Refer to Laboratory Technicians - Winery in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover estimated to be very high (40% or more). This turnover rate does not include seasonal employment.

Size of Occupation

Small. There are approximately 70-90 winery lab technicians currently employed in the North Bay Counties. Local surveys indicate about 50% are female.

Employment Trends

Insufficient data; however, some employers surveyed expect their employment for this occupation to grow over the next two years.

Other Information

Where the Jobs Are: Wineries.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements. Many fill openings by hiring referrals from colleges and universities, employee referrals, and/or through in-house promotion or transfer. Some recruit applicants through internet job listings and/or by hiring unsolicited applicants. Some also fill openings by hiring referrals from schools and training programs.

Important Knowledge, Skills, and Abilities

Information Not Available

Career Path: Lab Technicians – Winery

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Lab Tech or Cellar Worker	Enologist Food Scientists and Technologists Bachelor degree \$25.12/hr	Assistant Winemaker Bachelor + work exp	Master Winemaker Bachelor + work exp
		Associate Winemaker Bachelor + work exp	

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Food Science Technicians	Associate degree	\$14.18
Biologists	Doctoral degree	\$19.74
Animal Scientists	Bachelor degree	\$25.12
Chemists	Bachelor degree	\$25.12
Food Scientists and Technologists	Bachelor degree	\$25.12
Plant Scientists	Bachelor degree	\$25.12
Soil Scientists	Bachelor degree	\$25.12
Materials Scientists	Bachelor degree	\$28.82
Environmental Scientists and Specialists, Including Health	Doctoral degree	\$29.85
Hydrologists	Bachelor degree	\$35.13
Mathematicians	Doctoral degree	\$37.15

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Jeff Meyers

What is your job title?

Winemaker

What kind of work do you do?

As a winemaker, I work on everything from how long it stays in fermentation to what type of yeast to use, to when to press it, to press it to what to where. As the general manager, I also do a lot of supervisory and administrative work.

What are the things that attracted you to this type of work?

I wanted to major in a scientific field because I enjoy the scientific aspect of it all. In college, I made the brilliant move from biology to bacteriology, then I met a friend of mine who was in the enology field. I took a basic winemaking class, enjoyed it, and thought 'what an idea! Producing alcohol for a living!' Then I transferred into what's called fermentation science. There's a lot more money in beer, but you'd have to work in places like Schenectady, St. Louis...nice places...all, but not where I wanted to work. So I ended up going into winemaking in California.

What kind of things does a lab tech do at work (skills)?

For a lab tech, you have to have your basic winemaking knowledge. I would say that a good palate is not necessarily something you have to have from the start. I think you can develop a good palate. I was a beer drinker when I came into the business and I developed a palate for wine over the years. But to become a winemaker, you do need to learn and understand winemaking from A to Z; the exact mechanisms and processes that go on during the whole growing phase to last detail of what happens during fermentation. You also need good math skills because you'll have to be able to deal with putting together blends and be able to figure how many gallons of each will make a tasteful wine. You have to have good understanding of the organic chemistries as well.

If you were starting over to be a winemaker, knowing what you know now, how would you better prepare yourself?

I'm not sure I would do anything different. I think I've got good experience here, and there have been great opportunities for me all the way through. I would like an opportunity in my career to work with smaller lots. We haven't had the opportunity to work with small lots in the way that we want to handle wine.

What qualities, in your opinion, make an exceptional lab tech?

No one comes out of school with an enology degree thinking, "you know, if I can only get a lab tech job. That'd be great. I'd be happy the rest of my life." The lab is a good place to start because you can learn about a lot of different things that go on in the winery from the lab, and a lot of things you need to know about wine, you need to know about from the lab's standpoint. But a good lab tech will understand the benefits of working in the lab, and the cellar, and in the fields. If they want to end up as a master winemaker, they'll know that what they learn in the trenches will help them reach the top.

Laborers, Landscaping and Groundskeeping

Landscaping and Groundskeeping Laborers landscape and/or maintain grounds of property using hand or power tools or equipment. May work in nursery facility or at customer location. Workers typically perform a variety of tasks, which may include any combination of the following; sod laying, mowing, trimming, planting, watering, fertilizing, digging, raking, and sprinkler installation. Workers may help brick and stonemasons (OES 790410).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$6.28 - \$10.00/hr	\$8.00/hr
New Hires/Exp'd:	\$7.00 - \$15.69/hr	\$10.00/hr
Exp'd/After 3 Years:	\$9.00 - \$15.69/hr	\$12.00/hr

Many landscaping and groundskeeping laborers may also receive bonuses.

Hours: Almost all jobs are 40 hours per week.

Benefits:	Paid by:	Employer		Shared		Employee	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance		■ ■	—	■	—	□	—
Dental Insurance		■	—	■	—	■	—
Vision Insurance		■	—	□	—	□	—
Life Insurance		□	—	□	—	□	—
Sick Leave		■ ■	—	■	—	□	—
Vacation		■ ■ ■ ■	—	■	—	□	—
Retirement		■	—	■ ■	—	□	—
Child Care		■	—	□	—	□	—

■ ■ ■ ■ ■ = All (100%) ■ ■ ■ ■ = Almost All (80-99%) ■ ■ ■ = Most (60-79%) ■ ■ = Many (40-59%) ■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Many employers are willing to accept less than a high school level education for job entry. Some require a high school diploma or equivalent.

Experience: Many employers require or prefer 6-12 months of prior experience. Many are willing to accept training as a substitute for experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are available. Refer to Landscaping/Groundskeeping/Nursery Occupations in the Occupation-Training Index for information on related training programs.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2001: 15 employers surveyed representing 150 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be high (30-39%).

Size of Occupation

Very large. There are approximately 5,630 – 6,880 landscaping and groundskeeping laborers currently employed in the North Bay Counties. Local surveys indicate less than 5% are female.

Employment Trends

The growth rate is projected to be the same as the average for all occupations through the year 2004. About 150-180 job openings are projected per year due to a net increase in occupation size. About 160-200 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of landscaping, groundskeeping, nursery, greenhouse, and lawn service workers is expected to grow about as fast as the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Lawn and garden services, landscape and horticultural services, flowers and florists supplies, and retail nurseries and garden stores. Nationally, about 10% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring employee referrals and/or by hiring unsolicited applicants. Most also recruit applicants through newspaper advertisements.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of the composition, structure, and properties of substances and of the chemical processes and transformations that they undergo. This includes uses of chemicals and their interactions, danger signs, production techniques, and disposal methods (3.00)
 - Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (3.00)
- Skills:**
- Determining the kind of tools and equipment needed to do a job (3.00)
- Abilities:**
- The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (4.00)
 - The ability to exert one's self physically over long periods of time without getting winded or out of breath (3.80)
 - The ability to exert maximum muscle force to lift, push, pull, or carry objects (3.80)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Career Path for Laborers, Landscaping and Groundskeeping

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Lawn Maintenance Worker Landscaping and Groundskeeping Workers Short-term OJT \$10.36/hr	Crew Leader	Grounds Manager Lawn Service Managers Work experience \$17.21/hr	Lawn/Groundskeeping Services Company Owner
Landscape Construction Laborer/Worker	Landscaper – Journey Level	Supervisor or Foreman First-Line Supervisors/Managers of Landscaping, Lawn Service, and Groundskeeping Workers Work experience \$17.21/hr	Landscape Construction Contractor
			Landscape Architect Bachelor degree \$26.58/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Cleaners of Vehicles and Equipment	Short-term OJT	\$8.14
Etchers	Long-term OJT	\$10.98
Welders, Production	Post-secondary training	\$14.34
Landscaping and Groundskeeping Workers	Short-term OJT	\$10.36
Machine Feeders and Offbearers	Short-term OJT	\$9.98
Pesticide Handlers, Sprayers, and Applicators, Vegetation	Post-secondary training	\$13.09
Tree Trimmers and Pruners	Short-term OJT	\$13.11
Helpers—Brickmasons, Blockmasons, Stonemasons, and Tile and Marble Setters	Short-term OJT	\$12.96
Buffing and Polishing Set-Up Operators	Moderate-term OJT	\$11.51
Roofers	Long-term OJT	\$17.39
Stonemasons	Long-term OJT	\$17.88

Sources:

*Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
 California Employment Development Department OES Program (hourly wages for California)*

Career Dialogue with Greg Gordon

What are some of the job titles you've held previously in this career field?

I have worked in this field for 37 years. I started working as a private gardener for a home with nine acres. After that I went into business for myself and have done that for the last 25 years.

What kind of work do you do in your current job and what do you do in a typical day?

I get up early, somewhere around 5 am. I prepare (for) the day by figuring out where the crew is going. We work on projects, so there is a lot of time spent keeping up with the cost summary, figuring out how the job is going, and where the hours and materials are compared to the estimate. By the time we get to the job, we are organized in what we are going to do. A day can include anything from concrete laying to general landscape and yard maintenance. In the wintertime, the regular landscaping is more frequent, where in summer months we do more of the labor/construction type work.

What was it that attracted you to this work?

I think it was the idea of being outside - I love to be outdoors. When I first entered this field, as a live-in gardener, I found that it was both fun and overwhelming.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

It is important to have common sense, and the ability to keep things organized. You have to know what you are doing and the precision to put things together. It takes time to develop skills to be a landscaper/laborer, it is not something you can just walk on the job and know. You also must have physical strength and be able to tolerate the elements (heat, cold) and the long hours. You must have plant knowledge and the ability to learn about gardening.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

It would be best to get on the job experience or work as an apprentice. A person must realize that this is hard work and have the tolerance for the demand. Formal training is always helpful, but on the job experience is the best preparation.

What is it that keeps you wanting to do this kind of work?

I love being outdoors. Everything I do is outside. I can't imagine being inside an office all day long.

What qualities make for an exceptional Landscaper/Laborer?

An exceptional Landscaper/Laborer is very organized; when you leave a shop, making sure you have the appropriate tools is critical in order to work efficiently and effectively. You also must be clean and keep your job site clean. You must know measurement and construction. Landscaping is extremely diversified so you must have the ability to know many things about the work. The plant knowledge is also extremely important, the more you know, the better you are.

Legal Secretaries

Legal Secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions, and subpoenas. They must be familiar with legal terminology, procedures and documents, as well as legal research, and may review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials (OES 551020).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$10.00 - \$17.00/hr	\$12.00/hr
New Hires/Exp'd:	\$12.00 - \$18.14/hr	\$15.00/hr
Exp'd/After 3 Years:	\$14.00 - \$23.97/hr	\$18.00/hr

Hours: Almost all jobs are 35-40 hours per week.

Benefits: EMPLOYER PAID: Almost all employers provide medical insurance and other benefits, including a vacation and sick leave. Many also provide dental, vision, and life insurance. SHARED COST: Most employers provide a retirement plan. Some also provide dental insurance.

Training, Experience, and Other Requirements

License:	None
Education:	Of the employers surveyed, all report that they require a high school diploma or equivalent for job entry.
Experience:	Many employers do not require prior experience. Many others require 1-5 years of prior experience. Many employers are willing to accept training as a substitute for experience.
Training:	Almost all employers report that word processing skills are important. Some report that knowledge of legal software is important. Some also report that spreadsheet skills are important. Refer to Secretaries - Legal in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a **good outlook** for job seekers without prior experience, and a **very good outlook** for those who are fully experienced. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Small. There are approximately 630-770 legal secretaries currently employed in the North Bay Counties. Local surveys indicate about 95% are female.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2004. About 15-20 job openings are projected per year due to a net increase in occupation size. About 10-15 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, projected employment of secretaries will vary by occupational specialty. Rapid growth in the health and legal services industries should lead to average growth for medical and legal secretaries.

Other Information

Where the Jobs Are: Offices of attorneys and law firms. Nationally, less than 5% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements. Many also fill openings by hiring referrals from professional associations. Some fill openings by hiring referrals from schools and training programs, employees, and/or employment agencies.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (4.40)
 - Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process (3.80)
 - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (3.60)
- Skills:**
- Finding ways to structure or classify multiple pieces of information (4.83)
 - Managing one's own time and the time of others (4.66)
 - Adjusting actions in relation to others' actions (4.66)
- Abilities:**
- The ability to read and understand information and ideas presented in writing (4.40)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (4.40)
 - The ability to communicate information and ideas in writing so others will understand (4.20)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

*Source: O*NET Database version 3.0*

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 15 employers surveyed representing 73 employees in this occupation.

Career Path: Legal Secretaries

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Receptionist Receptionists and Information Clerks Short-term OJT \$11.31/hr	Legal Secretary Post-secondary training \$20.70/hr	Paralegal Paralegals and Legal Assistants Associate Degree/Apprentice \$22.41/hr	Lawyer Professional Degree \$50.42/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Health Specialties Teachers, Postsecondary	Doctoral degree	—
Mathematical Science Teachers, Postsecondary	Doctoral degree	—
Producers	Work experience	—
Program Directors	Work experience	—
Production, Planning, and Expediting Clerks	Short-term OJT	\$16.63
Executive Secretaries and Administrative Assistants	Work experience	\$18.05
Legal Secretaries	Post-secondary training	\$20.70
Training and Development Managers	Bachelor + work exp	\$23.99
Compensation, Benefits, and Job Analysis Specialists	Bachelor degree	\$25.11
Personnel Recruiters	Work experience	\$25.23
Market Research Analysts	Masters degree	\$32.45

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Deanna Summers

What is your job title?

I'm a legal secretary.

What kind of work do you do?

I do administrative and legal assistant work for a partner (in a law firm).

What are the things that attracted you to this type of work?

I've always been amazed with the legal system, but disappointed at the same time. I thought maybe I could make a difference, and so I was inclined to go into this profession. I'm actually a certified paralegal and I want to become an attorney. I have three kids, so it's one of many steps I'll have to take to get to where I want to be.

What kind of things do you do at work (skills)?

I do transcription, calendaring for our attorneys, I set up meetings, prep and schedule for trials, answer phones, and do whatever else comes up. Many times, if it's our client, we go ahead and do what we need to do for the attorney. I also review mail for my attorney. Other times I'm corresponding with clients or opposing council.

If you were starting over to be a legal secretary, knowing what you know now, how would you better prepare yourself?

I would say that if it's a particular type of law that you want to get into, take that type of class at your local junior college. This can help you understand what you're getting into and to see whether you like it or not. A typing class or a Word Perfect computer class at the J.C. would be excellent because most office duties involve MSWord, WordPerfect, or another Windows program. A public speaking class would be useful, too.

What keeps you wanting to do this type of work?

The first and most important reason is that I enjoy the people I work with. I am very task oriented, and the legal profession is exactly that. It's an attractive challenge to me. It's also a challenge to be able to balance files, calendars, and to deal with clients so the attorney doesn't have to. My attorney gives me an opportunity to see how it is to be in that position so that I can get a better insight into the profession. Most attorneys don't like their secretaries to do that.

What qualities make an exceptional legal secretary?

You've got to be a great typist, have excellent spelling, and be sharp with punctuation; that's a must and no attorney is going to deal with anything less. Good listening skills are vital too, because you don't want to constantly interrupt whomever you're representing...and patience so that you listen to everything they say first before you try to resolve a situation. Like I said, you must be organized and able to understand what's a priority and what's not at any given moment. Those qualities would make you an exceptional legal secretary.

Licensed Vocational Nurses (LVNs)

Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums, and similar institutions (OES 325050).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$13.00 - \$18.50/hr	\$16.00/hr
New Hires/Exp'd:	\$13.00 - \$20.00/hr	\$16.70/hr
Exp'd/After 3 Years:	\$14.00 - \$20.00/hr	\$18.00/hr

Hours: Most jobs are 36-50 hours per week. Some jobs are 8-34 hours per week.

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Almost all provide a vacation. Most provide sick leave. Many also provide a retirement plan. Some provide dental, vision, and life insurance. SHARED COST: Many employers provide medical insurance and other benefits, including dental and vision insurance. Some also provide life insurance. A few provide a retirement plan. For part-time employees: Some employers provide medical insurance and other benefits, including a vacation, dental insurance, vision insurance, sick leave, and a retirement plan. A few provide life insurance.

Training, Experience, and Other Requirements

License:	Required for this occupation; contact the State Board of Vocational Nursing at 916-263-7800 for licensing information.
Education:	Many employers require a high school diploma or equivalent for job entry. Many others require an associate degree.
Experience:	Many employers do not require prior experience. Many others require 6-30 months of prior experience. Some employers are willing to accept training as a substitute for experience.
Training:	Some employers report that word processing skills are important. Completion of a certificate training program is a license requirement for this occupation. Refer to Licensed Vocational Nurses in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Large. There are approximately 1,590 - 1,940 licensed vocational nurses currently employed in the North Bay Counties. Local surveys indicate about 90% are female.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2004. About 25-30 job openings are projected per year due to a net increase in occupation size. About 35-40 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of licensed practical nurses is expected to grow as fast as the average for all occupations through 2008.

Other Information

Where the Jobs Are: Clinics, skilled nursing facilities, and hospitals. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements and/or fill openings by hiring employee referrals. Many also fill openings by hiring unsolicited applicants. Some fill openings by hiring referrals from schools and training programs.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures (4.66)
 - Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.33)
 - Knowledge of plant and animal living tissue, cells, organisms, and entities, including their functions, interdependencies, and interactions with each other and the environment (4.00)
- Skills:**
- Listening to what other people are saying and asking questions as appropriate (4.00)
 - Actively looking for ways to help people (4.00)
 - Knowing how to find information and identifying essential information (3.83)
- Abilities:**
- The ability to communicate information and ideas in speaking so others will understand (4.00)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (3.80)
 - The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. (3.40)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 19 employers surveyed representing 220 employees in this occupation.

Career Path: Licensed Vocational Nurses

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Nurse Aide Nursing Aides, Orderlies, and Attendants Post-secondary training \$9.76/hr	Licensed Vocational Nurse Post-secondary training \$18.05/hr	Registered Nurse Associate Degree \$27.82/hr	Director of Nursing
			Medical and Health Services Managers Bachelor + work exp \$35.81/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Anesthesiologists	Professional degree	—
Personal and Home Care Aides	Short-term OJT	\$8.11
Child Care Workers	Post-secondary training	\$9.18
Home Health Aides	Post-secondary training	\$9.75
Physical Therapist Aides	Moderate-term OJT	\$11.09
Psychiatric Technicians	Associate degree	\$17.43
Licensed Practical and Licensed Vocational Nurses	Post-secondary training	\$18.05
Cardiovascular Technologists and Technicians	Associate degree	\$19.91
Physical Therapist Assistants	Associate degree	\$20.16
Respiratory Therapists	Associate degree	\$21.66
Radiologic Technologists	Associate degree	\$22.13

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)

California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Chris Hiller

What is your job title and what kind of work do you do?

Licensed vocational nurse. I work with immunology in children and adults. I also work with a pre-natal hepatitis B program, and a dietary section with anemia for children.

What are the things that attracted you to this type of work?

I wanted to help people. I started out going to school as a teacher and then my attention shifted to nursing. Originally I thought I would work in a hospital after I finished nursing school, but I decided that I didn't want to be in a hospital. I wanted to be where the people were, so I went into public health.

What kind of things do you do at work (skills)?

I do a lot of injections on children and adults for immunizations, so I think that the most important skill that I have is communication. If I can't communicate with them, I can't get the injection(s) done. I do a lot of phone calls at the doctors' offices for the hepatitis program. If I can't effectively communicate with them, there's no way I'm going to accomplish my work. Being open to the people so that they will respond to you and allow you to do your job is also very important.

If you were starting over to be a LVN, knowing what you know now, how would you better prepare yourself?

I would have taken more of the math classes and I would have thought a little harder about what I really wanted: the LVN or the RN certification. I didn't realize that when I started school, and at this point, years later, I wish I had pursued the RN status. I have a job in the field right now that exposes me to the information I need to finish the classes, and I think that is better than jumping straight into a nursing program fresh out of high school.

What keeps you wanting to do this type of work?

I enjoy the work and it's interesting. There's always something new. It's not the same thing over and over and over. And when it comes time for immunizations, each client is different than the last one, so there's a lot of variety there. I'm never bored.

What qualities make an exceptional LVN?

I think the greatest quality you can have is communications skills. That's the biggest one. You should also have a willingness to listen to people and actually hear what they're trying to say to you. In my job I work with people from many different ethnic backgrounds. I have to stop and listen to them very carefully before I begin, and be respectful of what their boundaries are before I can continue any further. I've started shots for a child who may need 3 or 4, but after the first one, Mom may decide 'I can't do this anymore with my child,' and so we need to stop. I don't push it. I'll wait and arrange for her to come back again when the child's calmer. At least we got one (shot). An exceptional nurse does not push them and is able to give them their space. If you don't, then they may not come back! You have to have some feeling and compassion for other people and their wishes. You also have to figure out what your personality is and where you're going to fit into the nursing field. Public health was the right direction for me.

Machinery Maintenance Mechanics

Also known as maintenance technicians.

Machinery Maintenance Mechanics repair and maintain the operating condition of industrial production and processing machinery, printing machinery, and refinery and pipeline distribution systems. Their duties include repairing in accordance with diagrams, operating manuals, or manufacturer's specifications, machinery and mechanical equipment, such as pumps, conveyor systems, and motors. Does not include Millwrights and Mobile Heavy Equipment Mechanics, such as crane, bulldozer, grader, or conveyor mechanics (OES 851190).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$9.00 - \$16.95/hr	\$14.00/hr
New Hires/Exp'd:	\$10.00 - \$22.65/hr	\$14.00/hr
Exp'd/After 3 Years:	\$12.00 - \$23.97/hr	\$18.00/hr

Surveys indicated that union wages were typically at the top end of the range.

Hours: Almost all jobs are 40-50 hours per week.

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Almost all provide a vacation. Most provide sick leave and life insurance. Many also provide a retirement plan, dental insurance, and vision insurance. SHARED COST: Many employers provide medical insurance and other benefits, including dental insurance and vision insurance. Some also provide a retirement plan.

Training, Experience, and Other Requirements

License:	None
Education:	Almost all employers require a high school diploma or equivalent for job entry. Some are willing to accept less than a high school level education.
Experience:	Most employers require 12 to 72 months of prior experience. Some employers are willing to accept training as a substitute for experience.
Training:	Some employers report that welding and PLC (programmable logic controller) skills are important. Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find applicants with prior experience. This indicates a **good outlook** for job seekers without prior experience, and a **very good outlook** for those who are fully experienced. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Small. Published projections for this occupation estimate the number of workers at 130-160. However, local surveys indicate approximately 175-215 maintenance mechanics currently employed in the North Bay Counties. Local surveys indicate less than 5% are female. Some jobs are union.

Employment Trends

The growth rate is projected to be the same as the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of industrial machinery repairers is projected to grow more slowly than the average for all occupations through 2008. Nevertheless, applicants with broad skills in machine repair should have favorable job prospects.

Other Information

Where the Jobs Are: In a variety of manufacturing industries, including wine and liquor companies. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring employee referrals and/or recruit applicants through newspaper advertisements. Most also fill openings through in-house promotion or transfer.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (4.83)
 - Knowledge of the composition, structure, and properties of substances and of the chemical processes and transformations that they undergo. This includes uses of chemicals and their interactions, danger signs, production techniques, and disposal methods (3.84)
 - Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (3.66)
- Skills:**
- Performing routine maintenance and determining when and what kind of maintenance is needed (4.16)
 - Determining what is causing an operating error and deciding what to do about it (4.00)
 - Repairing machines or systems using the needed tools (4.00)
- Abilities:**
- The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (3.80)
 - The ability to read and understand information and ideas presented in writing (3.60)
 - The ability to bend, stretch, twist, or reach out with the body, arms, and/or legs (3.60)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 15 employers surveyed representing 195 employees in this occupation.

Career Path: Machinery Maintenance Mechanics

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Machine Operator Packaging and Filling Machine Operators Moderate-term OJT \$10.03/hr	Maintenance Workers, Machinery Long-term OJT \$17.37/hr	Machinery Maintenance Mechanics Industrial Machinery Mechanics Long-term OJT \$20.89/hr	Maintenance Supervisor
			Production Supervisor or Manager Industrial Production Managers Bachelor degree \$35.76/hr
			Plant Manager

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Textile Knitting and Weaving Machine Setters, Operators, and Tenders	Moderate-term OJT	\$7.51
Textile Winding, Twisting, and Drawing Out Machine Setters, Operators, and Tenders	Moderate-term OJT	\$8.34
Textile Cutting Machine Setters, Operators, and Tenders	Moderate-term OJT	\$9.37
Automotive Master Mechanics	Long-term OJT	\$15.53
Automotive Specialty Technicians	Long-term OJT	\$15.53
Maintenance and Repair Workers, General	Work experience	\$15.56
Electric Meter Installers and Repairers	Long-term OJT	\$15.87
Data Processing Equipment Repairers	Post-secondary training	\$16.89
Industrial Machinery Mechanics	Long-term OJT	\$20.89
Valve and Regulator Repairers	Long-term OJT	\$22.41
Electricians	Long-term OJT	\$22.81

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Jason Weltch

What is your job title and what kind of work do you do?

Information technology field service technician. In grocery stores, I repair the scales, the computer systems, the check stands, and the meat wrappers.

What are the things that attracted you to this type of work?

I started out with a company where I worked in the parts department. They offered me a position servicing, which was better because the parts department was boring. I took that job, got the skills and training, and then found a different job for more money. I liked being on the road, going to different stores all the time, and having different kinds of problems to figure out and repair. I'm mechanically inclined, so it's pretty fun. I'm also good with computers, so it all kind of comes together.

What kind of things do you do at work (skills)?

There's electrical, there's computer skills, and your basic mechanical skills. It all depends on what I'm working on. If I happen to be working on a wrapper, a whole lot of mechanical stuff will be involved, but with that there's a lot of electronics, too. When I'm working on the check stands and the computer systems in the stores, I mean obviously it's like networking, hardware, and that kind of thing. There's a lot of troubleshooting and problem identification involved as well.

If you were starting over to be a machinery maintenance technician, knowing what you know now, how would you better prepare yourself?

I would get more extensive computer training and certification. That's probably about it. I really don't need any more mechanical training; it's all pretty basic for me. You have to have that mechanical background from the beginning, and I build motorcycle engines as a hobby.

What keeps you wanting to do this type of work?

Frankly, the money. If I could find a job that paid more money doing the same thing, I'd go there. I have often considered going back to school and getting some training to do something else in my life, but at this point in time, I'm in cruise mode. I like being on the road by myself and having my own tools. It's like a rolling office. And, I don't always have to work with the same person and risk getting annoyed with them. I can take lunch whenever I want.

What qualities make an exceptional Machinery Maintenance Technician?

The ability to understand the mechanical aspects of some of the equipment that I work on, and the ability to understand how a computer operates. You should have basic electrical skills, too. We have some people that work in the group that I work with who don't even know how to use a ratchet or a socket wrench. That gets frustrating to me. I'll use myself as an example. I'm extremely meticulous. I'm always willing to take time to sit and watch the machine, see what it's doing, make repairs or adjustments, and then take the time to sit and watch the machine after I make those adjustments to ensure I've fixed the problem. If I see any more problems while I'm in there, I fix those while I'm there. Some mechanics put a band-aid on it and get out. That just means they're going back.

Maids and Housekeeping Cleaners

Maids and Housekeeping Cleaners perform any combination of tasks to maintain rooms in commercial establishments, such as hotels, restaurants and hospitals, in a clean and orderly condition. Their duties include making beds, replenishing linens, cleaning rooms and halls, and arranging furniture (OES 670020).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$6.25 - \$8.50/hr	\$7.50/hr
New Hires/Exp'd:	\$6.25 - \$8.50/hr	\$8.00/hr
Exp'd/After 3 Years:	\$6.25 - \$14.00/hr	\$9.00/hr

Some maids and housekeeping cleaners may also receive bonuses.

Hours: Most jobs are 35-40 hours per week. Some jobs are 15-30 hours per week.

Benefits: Paid by:	Employer		Shared		Employee	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance	■	■	■■	■	□	□
Dental Insurance	■	■	■■	■	□	□
Vision Insurance	■	■	■■	■	□	□
Life Insurance	■	■	■■	□	■	■
Sick Leave	■■■	■■	□	□	□	□
Vacation	■■■	■■	□	□	□	□
Retirement	■	■	■■	■	■	□
Child Care	□	□	□	□	■	□

■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)
 □ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Most employers do not require a high school level education for job entry. Some require a high school diploma or equivalent.

Experience: Almost all employers do not require prior experience.

Training: Employers generally provide on-the job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is not difficult to find applicants who meet their hiring standards. This indicates a **very competitive outlook** for qualified job seekers. Annual turnover is estimated to be very high (40% or more).

*Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
 CCOIS survey data collected in 2001: 15 employers surveyed representing 184 employees in this occupation.*

Size of Occupation

Very large. There are approximately 2,895 – 3,535 maids and housekeeping cleaners currently employed in the North Bay Counties. Local surveys indicate about 90% are female.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2004. About 70-80 job openings are projected per year due to a net increase in occupation size. About 50-60 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of janitors and cleaners, including maids, and institutional cleaning supervisors is expected to grow about as fast as average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Private households, hotels, motels, building maintenance services, residential care facilities, skilled nursing facilities, and hospitals. Nationally, about 4% of all maids and housekeeping cleaners are self-employed.

Methods Used to Fill Job Openings: Of the employers surveyed, all report that they fill openings by hiring employee referrals. Almost all recruit applicants through newspaper advertisements and/or fill openings by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities

Knowledge: • Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (3.83)

Skills: —

Abilities: • The ability to use one's abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing (3.40)
• The ability to make fast, simple, repeated movements of the fingers, hands, and wrists (3.20)
• The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (3.00)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

*Source: O*NET Database version 3.0*

Career Path for Maids and Housekeeping Cleaners

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Maid Maids and Housekeeping Cleaners Short-term OJT \$8.25/hr	Housekeeping Inspector Housekeeping Supervisors Work experience \$15.45/hr	Supervisor First-Line Supervisors/Managers of Housekeeping and Janitorial Workers Work experience \$15.45/hr	Innkeeper or Lodging Manager Lodging Managers Work experience \$19.56/hr
Janitor/Cleaner Janitors and Cleaners, Except Maids and Housekeeping Cleaners Short-term OJT \$9.87/hr	Lead Janitor	Self-Employed Janitor/Housekeeper	Janitorial/Maid Services Company Owner
Front Desk Clerk Hotel, Motel, and Resort Desk Clerks Short-term OJT \$9.28/hr			

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Dining Room and Cafeteria Attendants and Bartender Helpers	Short-term OJT	\$6.80
Maids and Housekeeping Cleaners	Short-term OJT	\$8.25
Helpers—Painters, Paperhangers, Plasterers, and Stucco Masons	Short-term OJT	\$11.04
Bakers, Bread and Pastry	Long-term OJT	\$11.35
Tree Trimmers and Pruners	Short-term OJT	\$13.11
Derrick Operators, Oil and Gas	Moderate-term OJT	\$14.22
Wellhead Pumps	Long-term OJT	\$15.57
Refuse and Recyclable Material Collectors	Short-term OJT	\$16.04
Roofers	Long-term OJT	\$17.39
Floor Layers, Except Carpet, Wood, and Hard Tiles	Long-term OJT	\$19.19
Paperhangers	Long-term OJT	\$20.56

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Kathy Downing

What are some of the job titles you've held previously in this career field?

I started my hospitality career in an entry-level housekeeping position out of high school. I then worked as a secretary and then went into a management program and became an executive housekeeper.

What kind of work do you do in your current job and what do you do in a typical day?

On a typical day as a housekeeper, you receive your assignment, gather up what you need to do your days work. You look at your assignment to see how much time you can allot to each individual room because cleaning a sleep over room is quicker then cleaning a check out room, which is a more exact job. You chart your day by your assignments and complete the tasks that are given. When you enter the room you just start cleaning; it is a heavy job and it is very difficult. Housekeepers have to make judgment and decision calls all the time. They are cheerleaders for the hotel, they are front line people, they talk to guests all the time, and they must be smart and creative.

What was it that attracted you to this work?

I was attracted to the work because it was an entry- level position and I didn't have qualifications for anything else. The hospitality industry is exciting and fun, you work hard, but it is rewarding. Working in this department is enjoyable because it is instant gratification: from dirty to clean. You get positive feedback immediately.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

The ability to speak English is very helpful because you need to be able to communicate with everyone. You must be able to get along with other people since you work so closely with the other staff and guests. You have to be logical, methodical and have attention to detail. You also must have good cleaning abilities. You must be healthy, since the job is physically demanding and requires stamina.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

You must have the motivation to do the work. The job is very demanding and physically challenging; learning to stay motivated and to have a positive attitude is really the best way to prepare.

What is it that keeps you wanting to do this kind of work?

The hospitality industry is exciting and fun. There are so many things to do, such a variety of tasks it is changing constantly.

What qualities make for an exceptional Maids and Housekeeper?

To be an exceptional Maid or Housekeeper, you must have the ability to get along with your co-workers, have good presentation with guests, and you must have good cleaning abilities. Attitude is also important, you can train anyone to clean, but having a good attitude is extremely valuable. Enthusiasm and the ability to get people to do the work is also a critical asset. Discipline also is a quality that makes for an exceptional Maid and Housekeeper.

Maintenance Repairers – General Utility

General Utility Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work, as well as planning and laying out of work relating to repairs; repairing electrical and/or mechanical equipment; installing, aligning and balancing new equipment; and repairing buildings, floors, or stairs (OES 851320).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$6.25 - \$8.00/hr	\$8.00/hr
New Hires/Exp'd:	\$7.48 - \$17.84/hr	\$12.00/hr
Exp'd/After 3 Years:	\$10.00 - \$21.15/hr	\$16.14/hr

Hours: Almost all jobs are jobs are 40 hours per week.

Benefits:	Paid by:	Employer		Shared		Employee	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance		■■■■■	—	■■■	—	□	—
Dental Insurance		■■■	—	■	—	■	—
Vision Insurance		■■	—	■■	—	□	—
Life Insurance		■■■	—	■	—	□	—
Sick Leave		■■■■■	—	■	—	□	—
Vacation		■■■■■	—	■	—	■	—
Retirement		■■■	—	■■	—	□	—
Child Care		□	—	■	—	□	—

■■■■■■ = All (100%) ■■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)
 □ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Most employers require a high school diploma or equivalent. Many are willing to accept less than a high school level education.

Experience: Most employers require or prefer 1-5 years of prior experience. Some are willing to accept training as a substitute for experience.

Training: Most learn their skills informally on-the-job as helpers or through experience in various construction trades. It generally takes 1-4 years of training or experience to become fully qualified. Refer to Maintenance Repairers – General Utility in the Occupation-Training Index for information on related training programs.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
 CCOIS survey data collected in 2001: 15 employers surveyed representing 102 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Very large. There are approximately 3,980 – 4,866 maintenance repairers currently employed in the North Bay Counties. Local surveys indicate about 15% are female. Some jobs are union.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2004. About 95-115 job openings are projected per year due to a net increase in occupation size. About 80-100 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of general maintenance mechanics is expected to grow more slowly than the average for all occupations through 2008.

Other Information

Where the Jobs Are: Government agencies, property/real estate management services, and schools. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring employee referrals. Many fill openings by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of materials, methods, and the appropriate tools to construct objects, structures, and buildings (5.00)
 - Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (4.83)
 - Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (3.50)
- Skills:**
- Installing equipment, machines, wiring, or programs to meet specifications (4.66)
 - Repairing machines or systems using the needed tools (4.50)
 - Performing routine maintenance and determining when and what kind of maintenance is needed (4.33)
- Abilities:**
- The ability to correctly follow a given rule or set of rules in order to arrange things or actions in a certain order. The things or actions can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations (4.50)
 - The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged (4.50)
 - The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects (4.33)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Career Path for Maintenance Repairers – General Utility

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Helper, Laborer, or Apprentice Helpers--Installation, Maintenance, and Repair Workers Short-term OJT \$11.57/hr	Maintenance Repairer – Semi-Skilled Maintenance and Repair Workers, General Work experience \$15.56/hr	Supervisor or Foreman First-Line Supervisors and Manager/Supervisors-Construction Trades Workers Work experience \$27.53/hr	Construction Trades Worker – Skilled e.g., Carpenter, Electrician, Painter, Plumber, etc.
Janitor/Cleaner Janitors and Cleaners, Except Maids and Housekeeping Cleaners Short-term OJT \$9.87/hr	Janitor/Maintenance Worker	Maintenance Mechanic Industrial Machinery Mechanics Long-term OJT \$20.89/hr	

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Textile Knitting and Weaving Machine Setters, Operators, and Tenders	Moderate-term OJT	\$7.51
Textile Winding, Twisting, and Drawing Out Machine Setters, Operators, and Tenders	Moderate-term OJT	\$8.34
Textile Cutting Machine Setters, Operators, and Tenders	Moderate-term OJT	\$9.37
Electronic Equipment Installers and Repairers, Motor Vehicles	Post-secondary training	\$11.34
Helpers--Installation, Maintenance, and Repair Workers	Short-term OJT	\$11.57
Automotive Master Mechanics	Long-term OJT	\$15.53
Maintenance and Repair Workers, General	Work experience	\$15.56
Electric Meter Installers and Repairers	Long-term OJT	\$15.87
Electrical and Electronics Installers and Repairers, Transportation Equipment	Post-secondary training	\$19.13
Millwrights	Long-term OJT	\$19.45
Industrial Machinery Mechanics	Long-term OJT	\$20.89

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Conrad Rossback

What are some of the job titles you've held previously in this career field?

I begun in this field by working as a self-employed gardener then took a job with the County as a grounds maintenance worker. After several years I moved into my current position as a maintenance repairer.

What kind of work do you do in your current job and what do you do in a typical day?

I do general maintenance repair. This can include moving new or surplus furniture, working on air conditioning units or heaters, troubleshooting, cleaning of sewers, maintenance on sinks and toilets. I do soldering, welding, change light bulbs, repair ballasts, and work on insulation, carpentry. Each day I am given a work order that helps me establish my work day and then I go from job to job to complete the necessary repairs.

What was it that attracted you to this work?

I like construction type work and the physical work involved in maintenance repair. I also like being outside and moving around from place to place.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

In my opinion you need to be mechanically inclined to do this type of work. You also need good people skills and the ability to get along with others. Being able to be a team player is also another skill that is important since much of your job requires working with other people in the maintenance department.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

I think you need the overall skill of being able to do most anything, since maintenance requires a broad knowledge of many different types of things. You also need general knowledge of basic mechanical functions. Specializing, for example in HVAC repair can also be beneficial.

What is it that keeps you wanting to do this kind of work?

I enjoy manual labor and working out in the field. Sitting behind a desk wouldn't appeal to me. I also enjoy the mechanics and doing the actual repair work on the facilities. I also enjoy the people that I meet on the different jobs.

What qualities make for an exceptional Maintenance Repairer?

I think having good people skills makes for an exceptional Maintenance Repairer, as well as the ability to get along with other people. A good attitude is also important and the ability to get the work done also makes for an exceptional maintenance repairer.

Massage Therapists

Includes certified massage therapists.

Massage Therapists massage customers and administer other body conditioning treatments for hygienic or remedial purposes. They apply alcohol, lubricants, or other rubbing compounds. They massage the body, using such techniques as kneading, rubbing, and stroking the flesh. They administer steam or dry heat, ultraviolet or infrared, or water treatments. They may counsel clients in activities such as reducing or remedial exercises, and body conditioning or treatments (Modified DOT 334.374-999).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$5.75 - \$24.50/hr	\$12.00/hr
New Hires/Exp'd:	\$6.33 - \$40.00/hr	\$21.00/hr
Exp'd/After 3 Years:	\$6.90 - \$40.00/hr	\$21.00/hr

Hours: Most jobs are 20-30 hours per week. Some jobs are 35-40 hours per week.

Benefits: EMPLOYER PAID: Some employers provide a vacation and a retirement plan. SHARED COSTS: Many employers provide medical insurance and vision insurance. For part-time employees: Few employers provide benefits.

Training, Experience, and Other Requirements

License:	None
Education:	Most employers are willing to accept less than a high school level education for job entry. Some require a high school diploma or equivalent.
Experience:	Many employers do not require prior experience. Many others require 6-48 months of prior experience. Some are willing to accept training as a substitute for experience.
Training:	Almost all employers require completion of a vocational training program and possession of a massage therapy certificate prior to employment. Refer to Massage Therapists in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is not difficult to find applicants who meet their hiring standards. This indicates a **very competitive outlook** for qualified job seekers. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Small. There are approximately 500-750 massage therapists currently employed in the North Bay Counties. Local surveys indicate about 70% are female.

Employment Trends

Insufficient data; however, almost all employers surveyed expect their employment for this occupation to grow over the next two years.

Other Information

Where the Jobs Are: Spas, massage centers, and hospitals/clinics. Self-employed is common for this occupation.

Methods Used to Fill Job Openings: Many employers recruit applicants through newspaper advertisements and/or fill openings by hiring employee referrals. Some fill openings by hiring referrals from schools and training programs and/or by hiring unsolicited applicants. Some also recruit applicants through word-of-mouth.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of information and techniques needed to rehabilitate physical and mental ailments and to provide career guidance including alternative treatments, rehabilitation equipment and its proper use, and methods to evaluate treatment effects (4.67)
 - Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.33)
 - Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (3.50)
- Skills:**
- Talking to others to effectively convey information (3.83)
 - Assessing how well one is doing when learning or doing something (3.50)
 - Understanding written sentences and paragraphs in work related documents (3.50)
- Abilities:**
- The ability to communicate information and ideas in speaking so others will understand (4.20)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (3.80)
 - The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. (3.20)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 16 employers surveyed representing 312 employees in this occupation.

Career Path: Massage Therapists

Entry Level ▶	Mid-Level ▶	Advanced Level ▶	Options
Massage Therapy Aide	Massage Therapist \$17.81/hr	Certified Massage Therapist	Massage Coordinator or Manager
			Massage Center Owner

Career Dialogue with Arlene Beard

What is your job title?

I am a certified massage therapist.

What kind of work do you do?

I do massage therapy; different types on different people. Most of the time it's total body massage, which varies depending on what their needs are.

What are the things that attracted you to this type of work?

I was very intrigued by reflexology of the feet, so I taught myself the Ingram method. It was rewarding to see how it worked on people and their physical problems. But what was interesting was that it wasn't the feet that were injured, (they may have been sore) but that the soreness was causing problems throughout the entire body. I've also always enjoyed a good back massage myself, and my sister (an esthetician) got me excited about the possibilities.

What kind of things do you do at work (skills)?

I teach people how to breathe and show them a few trigger points throughout the body that will help to relieve or prevent pain. There are stretching and exercise routines I teach people to include in their day-to-day activities, since that's really important before and after you use your muscles extensively. Releasing (tension) sometimes is very important before the actual massage, depending upon where they're hurting or what may be going on in their life. I may apply pressure with my fist to the bottom of their feet, touch the small of the back, or touch 2 or 3 spots around the shoulders and neck which can provide instant release. Afterwards, I begin the massage in the modality of their choice.

If you were starting over to be a massage therapist, knowing what you know now, how would you better prepare yourself?

I would've started doing massage at a younger age, and schooled myself in more techniques (modalities) than what I already know.

What keeps you wanting to do this type of work?

Mainly it's the response I get from the therapy that's involved, but it's also that I'm helping people, and that's my mission. I love people and I like to see the smiles on their faces. That's the reward.

What qualities make an exceptional massage therapist?

Well, first of all you really have to care about people, and you have to be a giving person of yourself and your time. I think it's also wanting to be a caregiver, because that's what massage therapy is: it's a caregiver job. But a good massage therapist will also remember that you won't be able to do everything for everybody and that your skill has its limitations. The massage therapist should always realize that what they do works miracles only sometimes.

Medical Assistants

Medical Assistants perform various duties under the direction of physicians in the examination and treatment of patients. They prepare treatment room, inventory supplies and instruments, and set up patients for attention of physician, handing instruments and materials to physician as directed. They may schedule appointments, keep medical records, or perform other clerical duties (OES 660050).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$8.00 - \$14.00/hr	\$10.50/hr
New Hires/Exp'd:	\$8.00 - \$16.00/hr	\$12.00/hr
Exp'd/After 3 Years:	\$10.00 - \$19.00/hr	\$14.95/hr

Some medical assistants may also receive bonuses.

Hours: Most jobs are 35-40 hours per week. A few jobs are 20-30 hours per week.

Benefits: Paid by:	Employer		Shared		Employee	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance	■■■■■	■	■	■	□	□
Dental Insurance	■■■	■	■	□	□	□
Vision Insurance	■■	□	■	□	□	□
Life Insurance	■■	■	■	□	□	□
Sick Leave	■■■■■	■	□	■	□	□
Vacation	■■■■■	■	□	■	□	□
Retirement	■■	■	■	■	□	□
Child Care	□	□	□	□	□	□

■■■■■■ = All (100%) ■■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)
 □ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Almost all employers require a high school diploma or equivalent for job entry.

Experience: Most employers require or prefer 1-2 years of prior experience. Some are willing to accept training as a substitute for experience. Some other employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are available. Refer to Medical Assistants in the Occupation-Training Index for information on related training programs.

*Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
 CCOIS survey data collected in 2001: 15 employers surveyed representing 60 employees in this occupation.*

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Large. There are approximately 1,345 – 1,645 medical assistants currently employed in the North Bay Counties. Local surveys indicate about 90% are female.

Employment Trends

The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 50-65 job openings are projected per year due to a net increase in occupation size. About 30-35 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of medical assistants is expected to grow much faster than the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Offices of physicians, medical groups, and clinics. Nationally, about 2% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements and/or fill openings by hiring employee referrals. Most also fill openings by hiring referrals from public and private schools.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures (4.83)
 - Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (4.16)
- Skills:**
- Actively looking for ways to help people (4.50)
 - Communicating effectively with others in writing as indicated by the needs of the audience (4.16)
 - Listening to what other people are saying and asking questions as appropriate (4.00)
- Abilities:**
- The ability to see details of objects at a close range (within a few feet of the observer) (4.66)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (4.50)
 - The ability to correctly follow a given rule or set of rules in order to arrange things or actions in a certain order. The things or actions can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations (4.33)

Career Path for Medical Assistants

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Receptionist/Medical Assistant – Front Office Medical Assistants Post-secondary training \$13.26/hr	Medical Assistant – Back Office	Office Manager First-Line Supervisors, Administrative Support Work experience \$21.85/hr	Registered Nurse Registered Nurses Associate degree \$27.82/hr
			Physician Assistant Bachelor degree \$34.04/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Internists, General	Professional degree	—
Obstetricians and Gynecologists	Professional degree	—
Nursing Aides, Orderlies, and Attendants	Post-secondary training	\$9.76
Medical Assistants	Post-secondary training	\$13.26
Electrical and Electronic Inspectors and Testers	Work experience	\$13.27
Mechanical Inspectors	Work experience	\$13.27
Parts Salespersons	Moderate-term OJT	\$13.85
Railroad Conductors and Yardmasters	Work experience	\$21.03
Registered Nurses	Associate degree	\$27.82
Family and General Practitioners	Professional degree	\$38.16
Pediatricians, General	Professional degree	\$48.34

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)

California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Ada Morris

What are some of the job titles you've held previously in this career field?

Home healthcare administrator, certified nursing assistant

What kind of work do you do in your current job and what do you do in a typical day?

I assist a physician in caring for his patients. This involves multiple tasks including preparing rooms for patients, preparing medical equipment for use by ensuring that it is sterile and is in good working order, retrieving phone messages from patients, communicating with patients and triaging their problems. I also perform specific lab tests for patients i.e. urinalysis. I am responsible for stocking the rooms with appropriate medical supplies and discussing patients with the physician to ensure proper follow-up. My usual day can include all of these tasks in varying degrees depending on the number of patients that we encounter on a given day.

What was it that attracted you to this work?

When I was a teenager my grandmother came to live with my family. I ended up being her primary care giver, and I realized that I liked to take care of people.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

This occupation requires that you have compassion for other people, A number 1. You need to have common sense. Basic math, reading and writing skills are key. You need to develop excellent communication skills. It is important to be able to speak in terms that the patient will understand, and also understand the technical language spoken by the physician. You need to be responsible and committed to your work. You need exceptional interpersonal skills in order to function efficiently as a team with your coworkers and physicians.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

You need to get some experience working and taking care of people. I would recommend volunteer work in a place like a senior day care center, child day care center, or in the hospital. Babysitting will test your patience and compassion. If you decide this is the right career choice for you, then I would enroll in a nurse training course such as CNA, Medical Assisting, LVN, or whatever program you can get into. This will only give you the fundamental knowledge; you will get your real life experience when you are in a clinical setting.

What is it that keeps you wanting to do this kind of work?

I think it is the humanity angle, the opportunity to work with people, especially people who really need your help. I also take a lot of pride and enjoyment out of seeing a sick person get well again, and that I played a role in their recovery. It is a feeling that is difficult to describe.

What qualities make for an exceptional Medical Assistant?

I think the most important qualities are compassion, honesty, consistency, and reliability. You also need to be technically minded.

Nurse Aides

Includes certified nursing assistants (CNAs).

Nurse Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse aides may be called assistants, attendants, or orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work. Does not include Psychiatric Aides and Home Health Aides (OES 660080).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$9.00 - \$12.00/hr	\$10.54/hr
New Hires/Exp'd:	\$9.00 - \$13.00/hr	\$10.75/hr
Exp'd/After 3 Years:	\$10.00 - \$14.00/hr	\$12.00/hr

Hours: Most jobs are 36-40 hours per week. A few jobs are 20-32 hours per week.

Benefits:	Paid by:	Employer		Shared		Employee	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance		■■	■	■■■■	■■■	□	■
Dental Insurance		■■	□	■■■■	■■■	■	■
Vision Insurance		■■	□	■■■■	■■■	■	■
Life Insurance		■■	■	■■	■	■■	■■
Sick Leave		■■■■	■■	■	■	■	□
Vacation		■■■■	■■	■	■	■	□
Retirement		■■	■	■■	■■	■	■
Child Care		□	■	■	■	□	□

■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: Required for this occupation; contact the State Department of Health Services at 916-327-2445 for licensing information.

Education: Almost all employers require a high school diploma or equivalent. Some are willing to accept less than a high school level education.

Experience: Almost all employers do not require prior experience.

Training: Training programs are widely available for this occupation. However, employers are often willing to provide on-the-job training during the first four months of employment, during which time the employee must complete the required training and pass the State's Certified Nursing Assistant exam. Refer to Nurse Aides in the Occupation-Training Index for information on related training programs.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2001: 15 employers surveyed representing 512 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Very large. There are approximately 3,570 – 4,360 medical assistants currently employed in the North Bay Counties. Local surveys indicate about 75% are female.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2004. About 75-90 job openings are projected per year due to a net increase in occupation size. About 50-60 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of nursing aides is expected to grow faster than the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Skilled nursing and personal care facilities, hospitals, and residential care facilities. Nationally, less than 5% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring employee referrals. Most also recruit applicants through newspaper advertisements. Many fill openings by hiring referrals from private employment agencies and/or by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.83)
 - Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures (4.66)
- Skills:**
- Actively looking for ways to help people (4.50)
 - Being aware of others' reactions and understanding why they react the way they do (4.16)
 - Listening to what other people are saying and asking questions as appropriate (3.66)
- Abilities:**
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.50)
 - The ability to exert maximum muscle force to lift, push, pull, or carry objects (4.50)
 - The ability to communicate information and ideas in speaking so others will understand (4.33)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

*Source: O*NET Database version 3.0*

Career Path for Nurse Aides

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Nurse Aide Nursing Aides, Orderlies, and Attendants Post-secondary training \$9.76/hr	Certified Nursing Assistant Post-secondary training	Licensed Vocational Nurse Licensed Practical and Licensed Vocational Nurses Post-secondary training \$18.05/hr	Physician Assistant Bachelor degree \$34.04/hr
Home Health Aide Post-secondary training \$9.75/hr		Registered Nurse Registered Nurses Associate degree \$27.82/hr	Health Care Services Administrator Medical and Health Services Managers Bachelor + work exp \$35.81/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Amusement and Recreation Attendants	Short-term OJT	\$7.78
Hairdressers, Hairstylists, and Cosmetologists	Post-secondary training	\$9.44
Nursing Aides, Orderlies, and Attendants	Post-secondary training	\$9.76
Cooks, Restaurant	Moderate-term OJT	\$10.04
Ambulance Drivers and Attendants, Except Emergency	Short-term OJT	\$12.49
Medical Technicians		
Able Seamen	Short-term OJT	\$17.29
Parts Salespersons	Moderate-term OJT	\$13.85
Medical Assistants	Post-secondary training	\$13.26
Valve and Regulator Repairers	Long-term OJT	\$22.41
Sheriffs and Deputy Sheriffs	Moderate-term OJT	\$25.82
Registered Nurses	Associate degree	\$27.82

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Susan Heffelfinger

What are some of the job titles you've held previously in this career field?

Currently I am a certified nursing assistant (CNA), but prior to that I was a nurse assistant and also worked as a volunteer in the healthcare industry.

What kind of work do you do in your current job and what do you do in a typical day?

The main focus of my work is to meet the needs of the patients in the hospital beds and the needs of their family. I help to serve patient meals, and provide any assistance with feeding. I also assist with patient bathing, which could be a shower, a bed bath or some variation of bathing. I also assist with dressing, grooming and assist with the patient's oral care. My other duties include collecting data for the patient's pulse, temperature, respiration and blood pressure.

What was it that attracted you to this work?

A good friend of mine did this work for a long time. I always admired that my friend had the power to make people feel better.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

One of the most important things is that you are good with people: that you are friendly, comforting and communicating appropriately. You must be compassionate and really care about the person who needs your help. You also need to have knowledge and understanding of the disease process and healthcare.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

The best preparation is to connect with the local junior college, nurse training, or the local Red Cross who provides appropriate training. I also think if your lifestyle supports volunteer work, this is good exposure to the healthcare industry.

What is it that keeps you wanting to do this kind of work?

I have a lot of skills that are within my scope of practice as a nursing aide that I can use to make people feel better. Sometimes what a patient's need is their position in the bed changed, and that relieves some kind of pressure in their body, and they are so thankful that I am able to do that. I think the way to a happy life is to find someone else who can use a hand up and extend a hand to them.

What qualities make for an exceptional Nurse Aide?

An exceptional nurse aide has those qualities of compassion and caring and excellent communication skills. They are culturally sensitive, so that they are not taking for granted that everyone in a hospital bed is the same as the person in the next room, taking in to account the individuality of each patient. They are skilled enough about the different medical conditions and the disease process. Since nurse aides are often in the role of being a patient advocate, the exceptional nurse aide works with the whole health care team: they work with the physician's, nurses, dietary department, etc.

Packaging and Filling Machine Operators and Tenders

Also known as production/machine operators and bottlers.

Packaging and Filling Machine Operators and Tenders operate or tend machines, such as filling machines, casing running machines, ham rolling machines, preservative filling machines, baling machines, wrapping machines, and stuffing machines, to prepare industrial or consumer products, such as gas cylinders, meat and other food products, tobacco, insulation, ammunition, stuffed toys and athletic equipment, and upholstered pads, as end products or for storage and shipment (OES 929740).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$7.00 - \$10.00/hr	\$8.50/hr
New Hires/Exp'd:	\$7.25 - \$12.00/hr	\$10.00/hr
Exp'd/After 3 Years:	\$9.00 - \$21.58/hr	\$12.00/hr

Union median wages are \$14.92 for entry-level employees with no experience and \$19.85 for experienced employees after 3 years on-the-job.

Hours: Almost all jobs are 40-45 hours per week.

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Of the employers surveyed, all report that they provide a vacation and sick leave. Most provide a retirement plan. Many also provide life and dental insurance. Some provide vision insurance. SHARED COST: Many employers provide medical insurance and dental insurance. Some also provide vision insurance and a retirement plan.

Training, Experience, and Other Requirements

License:	None
Education:	Almost all employers require a high school diploma or equivalent for job entry.
Experience:	Most employers do not require prior experience.
Training:	Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Large. There are approximately 1,570 - 1,915 packaging and filling machine operators currently employed in the North Bay Counties. Local surveys indicate about 40% are female. Many jobs are union.

Employment Trends

The growth rate is projected to be the same as the average for all occupations through the year 2004. About 40-50 job openings are projected per year due to a net increase in occupation size. About 35-45 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of packaging and filling machine operators and tenders is expected to increase about as fast as the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Wine and liquor companies, beverage companies and processors of agricultural products. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring employee referrals and/or by hiring unsolicited applicants. Many also recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employment agencies. Some fill openings through in-house promotion or transfer.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of inputs, outputs, raw materials, waste, quality control, costs, and techniques for maximizing the manufacture and distribution of goods (4.83)
 - Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (4.16)
 - Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (3.00)
- Skills:**
- Watching gauges, dials, or other indicators to make sure a machine is working properly (4.16)
 - Controlling operations of equipment or systems (4.16)
 - Inspecting and evaluating the quality of products (4.16)
- Abilities:**
- The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (4.33)
 - The ability to correctly follow a given rule or set of rules in order to arrange things or actions in a certain order. The things or actions can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations. (4.16)
 - The ability to quickly and accurately compare letters, numbers, objects, pictures, or patterns. The things to be compared may be presented at the same time or one after the other. This ability also includes comparing a presented object with a remembered object. (4.16)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

*Source: O*NET Database version 3.0*

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 15 employers surveyed representing 334 employees in this occupation.

Career Path: Packaging and Filling Machine Operators and Tenders

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Retail Salespersons	Bottling Worker/Machine Operator Packaging and Filling Machine Operators Moderate-term OJT \$10.03/hr	Bottling Supervisor	Production Manager Industrial Production Managers Bachelor + work exp \$35.76/hr
Hand Packer Packers and Packagers, Hand Short-term OJT \$8.22/hr			

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Farm-workers, Farm and Ranch Animals	Short-term OJT	\$7.54
Meat, Poultry, and Fish Cutters and Trimmers	Short-term OJT	\$9.14
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	Short-term OJT	\$9.87
Packaging and Filling Machine Operators and Tenders	Moderate-term OJT	\$10.03
Non-electrolytic Plating and Coating Machine Setters and Set-Up Operators, Metal and Plastic	Moderate-term OJT	\$10.93
Electrolytic Plating and Coating Machine Operators and Tenders, Metal and Plastic	Moderate-term OJT	\$10.93
Cutting and Slicing Machine Operators and Tenders	Moderate-term OJT	\$10.97
Heating Equipment Setters and Set-Up Operators, Metal and Plastic	Moderate-term OJT	\$12.16
Welding Machine Operators and Tenders	Moderate-term OJT	\$14.33
Design Printing Machine Setters and Set-Up Operators	Long-term OJT	\$14.60
Well and Core Drill Operators	Moderate-term OJT	\$18.50

Sources:

*Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)*

Career Dialogue with Barry Morgan

What is your job title?

Blancher operator.

What kind of work do you do?

I operate the blancher. Almonds are put inside of it, and then the skins of the almonds are removed, or “blanched”.

What are the things that attracted you to this type of work?

When I first started here, I was in the shipping and receiving area. I didn’t want to leave this company, and I wanted a position that wasn’t so physically oriented. I switched to this position because it requires less labor than shipping/receiving did, and my skills and experience were easily transferable.

What kind of things do you do at work (skills)?

Computer skills are important for this job and so is the ability to make heads and tails of the different production charts. Since it’s a machine, of course, I have also developed a strong knowledge of machine operations and materials testing.

If you were starting over to be a machine operator, knowing what you know now, how would you better prepare yourself?

I definitely would have taken some computer classes so I could be more familiar with computers (which I use each day) and their applications. That would also have helped me learn to read the charts quicker.

What keeps you wanting to do this type of work?

One thing that keeps me here is the opportunity to learn new things. We have a production environment here, and there are many different machines and processes to learn about. I’m always getting involved with new equipment somehow. And then there’s our product that I get to learn about. I’m constantly getting exposure to the trade of almond growing and processing. And after that, the pay isn’t bad at all.

What qualities make an exceptional Machine Operator?

Someone who has computer training and/or experience would make a good operator. They should have good judgment, too. A firm grasp of math would also be beneficial.

Painters, Paperhangers – Construction and Maintenance

Painters paint walls, equipment, buildings, bridges, and other structural surfaces using brushes, rollers, and spray guns. They may mix colors or oils to obtain desired color or consistency.

Paperhangers cover interior walls and ceilings of rooms with decorative wallpaper or fabric (OES 874020).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$9.00 - \$10.00/hr	\$10.00/hr
New Hires/Exp'd:	\$12.00 - \$16.00/hr	\$15.00/hr
Exp'd/After 3 Years:	\$16.00 - \$23.00/hr	\$20.00/hr

Hours: Almost all jobs are 35-40 hours per week.

Benefits:	Paid by:	Employer		Shared		Employee	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance		■■■	—	■	—	□	—
Dental Insurance		■■	—	■	—	□	—
Vision Insurance		■	—	■	—	□	—
Life Insurance		■	—	■	—	□	—
Sick Leave		■■	—	□	—	□	—
Vacation		■■■	—	□	—	□	—
Retirement		■	—	■■■	—	■	—
Child Care		□	—	□	—	□	—

■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Most employers require a high school diploma or equivalent for job entry. Many are willing to accept less than a high school level education.

Experience: Many employers do not require prior experience. Many others require or prefer 1-5 years of prior experience. Some employers are willing to accept training as a substitute for prior experience.

Training: Apprenticeship training usually takes about 4 years to complete, although on-the-job or informal apprenticeship training may also be available.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2001: 15 employers surveyed representing 182 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Large. There are approximately 1,480 – 1,810 painters and paperhangers currently employed in the North Bay Counties. Local surveys indicate less than 5% are female.

Employment Trends

The growth rate is projected to be the same as the average for all occupations through the year 2004. About 40-50 job openings are projected per year due to a net increase in occupation size. About 35-45 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of painters and paperhangers is expected to grow more slowly than the average for all occupations through the year 2008

Other Information

Where the Jobs Are: Painting and construction contractors. Nationally, about 44% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring employee referrals. Most also recruit applicants through newspaper advertisements and/or fill openings by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of materials, methods, and the appropriate tools to construct objects, structures, and buildings (4.50)
- Skills:**
- Determining the kind of tools and equipment needed to do a job (3.33)
 - Controlling operations of equipment or systems (3.16)
- Abilities:**
- The ability to match or detect differences between colors, including shades of color and brightness (4.20)
 - The ability to exert muscle force repeatedly or continuously over time. This involves muscular endurance and resistance to muscle fatigue (3.60)
 - The ability to make fast, simple, repeated movements of the fingers, hands, and wrists (3.40)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Career Path for Painters, Paperhangers – Construction and Maintenance

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Helper or Apprentice Helpers--Painters, Paperhangers, Plasterers, and Stucco Masons Short-term OJT \$11.04/hr	Painter – Journey Level Painters, Construction and Maintenance Long-term OJT \$15.29/hr	Supervisor or Foreman First-Line Supervisors/Managers- Construction Trades Workers Work experience \$27.53/hr	Painting Contractor
			Estimator Cost Estimator Bachelor + work exp \$27.41/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Maids and Housekeeping Cleaners	Short-term OJT	\$8.25
Painting, Coating, and Decorating Workers	Short-term OJT	\$9.90
Stone Cutters and Carvers	Long-term OJT	\$11.87
Painters, Construction and Maintenance	Long-term OJT	\$15.29
Insulation Workers, Floor, Ceiling, and Wall	Long-term OJT	\$16.56
Insulation Workers, Mechanical	Moderate-term OJT	\$16.56
Photoengraving and Lithographing Machine Operators and Tenders	Moderate-term OJT	\$16.96
Roofers	Long-term OJT	\$17.39
Roof Bolters, Mining	Long-term OJT	\$20.07
Rough Carpenters	Long-term OJT	\$20.30
Paperhangers	Long-term OJT	\$20.56

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Dennis Jennings

What are some of the job titles you've held previously in this career field?

I have done a variety of jobs in this occupation including wood preserve, wall paper installation, wall texturing, cabinet installation, floor covering installation, and water proofing.

What kind of work do you do in your current job and what do you do in a typical day?

I perform a variety of paint related functions. It mostly consists of painting and repainting walls and ceilings of residential type buildings. I may use tools such as a roller, brush, or a sprayer depending on the application. For exterior applications I may need to power wash, sand and prime the surface to be painted. I don't have a typical day really. My day consists of all or some of the tasks that I have mentioned.

What was it that attracted you to this work?

I have always been a hands on type of person. I enjoy physical labor and working with my hands. This job provides the ability to work with my hands, the physical demand of moving ladders, climbing ladders, carrying somewhat heavy objects. I also enjoy the actual skill demanded by painting.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

You need to be exceptional at estimating jobs. This requires knowledge of materials, how they are applied, and the time it takes to apply the material. Estimating requires some basic math skills, but mostly experience working with the materials. The physical abilities would include the ability to work at varying heights, manual dexterity, able to bend frequently. You should also be familiar with and comfortable using power tools such as sanders, power washers, and paint sprayers.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

I think you can get a lot of relevant experience working in a retail paint store. You will learn a lot about the materials, tools and application techniques in this environment. You should also learn about colors, and how colors go together. Sometimes this job requires that you be a color consultant. I would also recommend that someone get some construction experience working with contractors. You need to learn the in's and out's of working with contractors. Finally, you will need the right tools and protective clothing for this work.

What is it that keeps you wanting to do this kind of work?

I make good money first of all; I get to travel to various job sites so there is always something different to work on. I meet a lot of interesting people. I also like the fact that I am my own boss, I make my own hours.

What qualities make for an exceptional Painter?

Attention to detail is big. You need to be proficient using the tools of the trade. You need to have the type of personality that people will trust. You are bidding and working in customer's homes. They need to be able to trust you. And most importantly you need to take pride in what you do. Your finished product is what will keep your business going and future business coming.

Paralegal Personnel

Paralegal Personnel assist lawyers by doing research in the preparation of lawsuits and/or legal documents as a career professional, usually having either a four-year college degree or a degree from an institute specializing in the paralegal profession. They may gather research data for use as evidence to formulate defense or to initiate legal action (OES 283050).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$11.00 - \$19.18/hr	\$14.71/hr
New Hires/Exp'd:	\$12.00 - \$22.81/hr	\$19.90/hr
Exp'd/After 3 Years:	\$14.38 - \$28.00/hr	\$22.05/hr

Some paralegal personnel may also receive bonuses.

Hours: Almost all jobs are 35-40 hours per week.

Benefits:	Paid by:	Employer		Shared		Employee	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance		■■■■■	—	■■	—	□	—
Dental Insurance		■■	—	■	—	■	—
Vision Insurance		■■	—	■	—	■	—
Life Insurance		■■	—	■	—	□	—
Sick Leave		■■■■■	—	□	—	□	—
Vacation		■■■■■	—	□	—	□	—
Retirement		■■■	—	■■	—	■	—
Child Care		□	—	■	—	□	—

■■■■■■ = All (100%) ■■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)
 □ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Many employers require an associate degree for job entry. Many others are willing to accept a high school level education.

Experience: Most employers require 1-5 years of prior experience.

Training: Of the employers surveyed, all report that word processing skills are important. Many report that spreadsheet skills are important. Many employers require or prefer completion of a certificate training program. Refer to Paralegals in the Occupation-Training Index for information on related training programs.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
 CCOIS survey data collected in 2001: 15 employers surveyed representing 60 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a **good outlook** for job seekers without prior experience, and a **very good outlook** for those who are fully experienced. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Small. There are approximately 345-420 paralegals currently employed in the North Bay Counties. Local surveys indicate about 85% are female.

Employment Trends

The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 15-20 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, paralegals are projected to rank among the fastest growing occupations in the economy through 2008.

Other Information

Where the Jobs Are: Offices of attorneys and/or law firms. Nationally, about 3% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring employee referrals. Most also recruit applicants through newspaper advertisements.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process (4.83)
 - Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (4.50)
 - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (4.33)
- Skills:**
- Knowing how to find information and identifying essential information (4.83)
 - Communicating effectively with others in writing as indicated by the needs of the audience (4.50)
 - Understanding written sentences and paragraphs in work related documents (4.50)
- Abilities:**
- The ability to read and understand information and ideas presented in writing (5.00)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (4.40)
 - The ability to communicate information and ideas in writing so others will understand (4.40)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Career Path for Paralegal Personnel

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Legal Secretary Post-secondary training \$20.70/hr	Paralegal/Legal Assistant Paralegals and Legal Assistants Associate degree \$22.41/hr	Law Office Manager Administrative Services Managers Bachelor + work exp \$29.21/hr	Lawyer Professional degree \$50.42/hr
Receptionist Receptionists and Information Clerks Short-term OJT \$11.31/hr			Law Firm Partner
			Judge Judges, Magistrate Judges, and Magistrates Professional degree \$43.63/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Political Science Teachers, Postsecondary	Doctoral degree	—
Psychology Teachers, Postsecondary	Doctoral degree	—
Sociology Teachers, Postsecondary	Doctoral degree	—
History Teachers, Postsecondary	Doctoral degree	—
Mathematical Science Teachers, Postsecondary	Doctoral degree	—
Graduate Teaching Assistants	Masters degree	—
Law Clerks	Professional degree	\$16.37
Paralegals and Legal Assistants	Associate degree	\$22.41
Title Examiners and Abstractors	Moderate-term OJT	\$23.85
Employment Interviewers, Private or Public Employment Service	Associate degree	\$25.23
Insurance Sales Agents	Bachelor degree	\$26.11

Sources:

*Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
 California Employment Development Department OES Program (hourly wages for California)*

Career Dialogue with Kay Kasic

What are some of the job titles you've held previously in this career field?

I am currently a paralegal. In the past I have been a legal assistant.

What kind of work do you do in your current job and what do you do in a typical day?

I am responsible for Trust Administration for my office. I complete legal documents, serve legal documents, file briefs, and complete many different legal transactions. About the only thing I don't do is practice law. A typical day varies depending on what the priorities for that day are.

What was it that attracted you to this work?

I started as a legal secretary some 40 plus years ago. It is what I know.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

You should obtain a Paralegal Certificate at one of the various schools and institutions that offers them. Typically at the Community College, but I know they are also available at State and Private Schools. I would even recommend that someone go as far as obtaining a Masters Degree. You should be well rounded in legal ethics. Communication skills are most important.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

Any way you can get law experience is helpful. You should definitely try to do an internship while working on your certificate. Some computer skills are necessary such as word processing, and other common applications.

What is it that keeps you wanting to do this kind of work?

I love the challenge. There is always something new and interesting to learn. Law is a dynamic profession and that is what intrigues me the most.

What qualities make for an exceptional Paralegal?

I think you need to have a sense of humor, just to keep everything in perspective. You need to think analytically. Oral and written communication skills are very important. You should be very proficient at time management.

Personal and Home Care Aides

Also known as caregivers.

Personal and Home Care Aides perform a variety of tasks at places of residence. Their duties include keeping house; advising families having problems with such things as nutrition, health, cleanliness, and household utilities. Does not include Nurses' Aides and Home Health Care Workers (OES 680350).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$5.75 - \$10.83/hr	\$8.55/hr
New Hires/Exp'd:	\$6.56 - \$12.00/hr	\$8.75/hr
Exp'd/After 3 Years:	\$6.56 - \$16.00/hr	11.50/hr

Hours: Most jobs are 10-32 hours per week. Some jobs are 40-46 hours per week.

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Almost all employers provide a vacation. Many also provide sick leave. Some provide dental insurance. SHARED COST: Some employers provide medical insurance. For part-time employees: Many employers provide medical insurance. Some provide dental insurance, sick leave, a vacation, and a retirement plan. A few provide life insurance.

Training, Experience, and Other Requirements

License:	None
Education:	Most employers require a high school diploma or equivalent for job entry. Some are willing to accept less than a high school level education.
Experience:	Most employers do not require prior experience.
Training:	CPR and first-aid training may be required prior to employment. Employers generally provide on-the-job training for this occupation, although related training programs are available. Refer to Personal and Home Care Aides in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is very difficult to find inexperienced but qualified applicants, and moderately difficult to find qualified applicants with prior experience. This indicates a **very good outlook** for job seekers without prior experience, and a **good outlook** for those who are fully experienced. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Medium. There are approximately 690-845 personal and home care aides currently employed in the North Bay Counties. Local surveys indicate about 90% in are female.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2004. About 25-30 job openings are projected per year due to a net increase in occupation size. About 20-25 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, a large number of job openings are expected for home health and personal care aides, due to substantial growth and very high turnover. Home health and personal care aides is expected to be one of the fastest growing occupations through the year 2008.

Other Information

Where the Jobs Are: Social service agencies, home health care services, and residential care facilities. Nationally, about 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements and/or fill openings by hiring employee referrals. Most also fill openings by hiring unsolicited applicants. A few recruit applicants through internet job listings.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.66)
 - Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (3.83)
 - Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures (3.83)
- Skills:**
- Talking to others to effectively convey information (4.00)
 - Being aware of others' reactions and understanding why they react the way they do (4.00)
 - Actively looking for ways to help people (4.00)
- Abilities:**
- The ability to communicate information and ideas in speaking so others will understand (4.60)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (4.00)
 - The ability to communicate information and ideas in writing so others will understand (3.20)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 16 employers surveyed representing 458 employees in this occupation.

Career Path: Personal and Home Care Aides

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Caregiver Personal and Home Care Aides Short-term OJT \$8.11/hr	Home Health Aide Post-secondary training \$9.75/hr	Services Coordinator	Program Manager Medical and Health Services Managers Bachelor + work exp \$35.81/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Personal and Home Care Aides	Short-term OJT	\$8.11
Home Health Aides	Post-secondary training	\$9.75
Social and Human Service Assistants	Associate degree	\$13.50
Travel Agents	Post-secondary training	\$13.83
Psychiatric Technicians	Associate degree	\$17.43
Child, Family, and School Social Workers	Masters degree	\$17.90
Clergy	Professional degree	\$19.26
Health Educators	Bachelor degree	\$19.93
Paralegals and Legal Assistants	Associate degree	\$22.41
Advertising Sales Agents	Moderate-term OJT	\$27.85
Occupational Therapists	Bachelor degree	\$28.51

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Cecile Munslow

What is your job title?

In-home personal provider.

What type of work do you do?

I help people who are elderly or disabled with the things they can't do for themselves, and I encourage my clients to do what they can on their own. Sometimes the job is as basic as helping someone stand up. My clients are approved through the Welfare Department for so many hours per month, and those hours of assistance are all we are allowed to provide. Sometimes it's full-time, but mostly part-time work.

What are the things that attracted you to this type of work?

We had my mother in the house for 7 years, so I was used to taking care of her and I knew what to do. It's a minimum wage job, but sometimes the families will pay you extra.

What are the tasks you perform at work?

I do some house cleaning, laundry, and dishes. I take them out shopping, to doctor's appointments and fix their meals for them; sometimes it's at my house and sometimes theirs. We make sure they don't fall and injure themselves.

If you were starting over to be a personal home care aide, knowing what you know now, how would you better prepare yourself?

You want to learn all about the person and about the type of work; we went through a special orientation. You need to know house cleaning and laundry. It is very basic. Things you learn as you grow up.

What keeps you wanting to do this type of work?

It can be very rewarding because it's a challenge. When you are able to help people do things, or just to be there for them to talk to, it feels good. The appreciation my clients give me is the best reward.

What qualities, in your opinion, make a good Personal and Home Care Aide?

I think you have to like people and enjoy helping them.

Pharmacy Technicians

Pharmacy Technicians fill orders for unit doses and prepackaged pharmaceuticals and perform other related duties under the supervision and direction of a pharmacy supervisor or staff pharmacist. Duties include keeping records of drugs delivered to the pharmacy, storing incoming merchandise in proper locations, and informing the supervisor of stock needs and shortages. They may clean equipment used in the performance of duties and assist in the care and maintenance of equipment and supplies (OES 325180).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$10.00 - \$13.00/hr	\$10.00/hr
New Hires/Exp'd:	\$8.00 - \$13.00/hr	\$10.00/hr
Exp'd/After 3 Years:	\$10.00 - \$17.00/hr	\$13.50/hr

Hours: Most jobs are 36-45 hours per week. Some jobs are 16-30 hours per week.

Benefits: EMPLOYER PAID: Most employers provide medical insurance and a vacation. Many also provide sick leave. Some provide dental insurance, vision insurance, a retirement plan, and life insurance. SHARED COST: Some employers provide a retirement plan. For part-time employees: Some employers provide sick leave and a vacation.

Training, Experience, and Other Requirements

License:	Required for this occupation; contact the State Board of Pharmacy at 916-445-5014 for licensing information.
Education:	Almost all employers require a high school diploma or equivalent for job entry.
Experience:	Most employers do not require prior experience.
Training:	Some employers report that word processing and spreadsheet skills are important. Employers generally provide on-the-job training for this occupation, although related training programs are available. Refer to Pharmacy Technicians in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be moderate (20- 29%).

Size of Occupation

Small. There are approximately 345-420 pharmacy technicians currently employed in the North Bay Counties. Local surveys indicate about 80% are female.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2004. About 10-15 job openings are projected per year due to a net increase in occupation size. About 10-15 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of pharmacy technicians and assistants is expected to grow as fast as average for all occupations through 2008 due to the increased pharmaceutical needs of a larger and older population, and greater use of medication. The increased number of middle aged and elderly people will spur demand for technicians and assistants in all practice settings. The middle aged and elderly populations use more prescription drugs, on average, than younger people.

Other Information

Where the Jobs Are: Drug stores, grocery stores with in house pharmacies, and hospitals. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring employee referrals and/or recruit applicants through newspaper advertisements. Many also fill openings by hiring unsolicited applicants. Some fill openings by hiring referrals from colleges and universities, schools and training programs, and/or through in-house promotion or transfer.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (4.16)
 - Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures (4.00)
 - Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (3.66)
- Skills:**
- Using mathematics to solve problems (3.83)
 - Understanding written sentences and paragraphs in work related documents (3.83)
 - Listening to what other people are saying and asking questions as appropriate (3.33)
- Abilities:**
- The ability to correctly follow a given rule or set of rules in order to arrange things or actions in a certain order. The things or actions can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations. (3.40)
 - The ability to add, subtract, multiply, or divide quickly and correctly (3.40)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (3.00)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 15 employers surveyed representing 41 employees in this occupation.

Career Path: Pharmacy Technicians

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Store or Pharmacy Clerk Cashiers Short-term OJT \$9.08/hr	Pharmacy Technician Moderate-term OJT \$15.19/hr	Lead Pharmacy Technician	Manager First-Line Supervisors/Managers of Retail Sales Workers Work Experience \$18.07/hr
			Pharmacist Professional Degree \$38.99/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Hotel, Motel, and Resort Desk Clerks	Short-term OJT	\$9.28
Credit Authorizers	Short-term OJT	\$13.72
Correspondence Clerks	Moderate-term OJT	\$13.73
Statement Clerks	Moderate-term OJT	\$14.04
Medical Records and Health Information Technicians	Associate degree	\$14.23
Medical Secretaries	Post-secondary training	\$14.34
Interviewers, Except Eligibility and Loan	Short-term OJT	\$14.74
Pharmacy Technicians	Moderate-term OJT	\$15.19
Surgical Technologists	Associate degree	\$16.80
License Clerks	Moderate-term OJT	\$17.02
Title Searchers	Moderate-term OJT	\$23.85

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)

California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Melinda Carlson

What is your job title?

Senior pharmacy technician

What type of work do you do?

I fill prescriptions and type orders. I also do insurance third party billing and order inventory.

What are the things that attracted you to this type of work?

Well, I was already working in the store. The pay and the hours were better, and I enjoyed working with and learning about the different medicines.

What are the tasks you perform at work (skills)?

Overall, you should know the medication(s) and be able to decipher what the doctor has written.

If you were starting over to be a Pharmacy Technician, knowing what you know now, how would you better prepare yourself?

I would have more on-the-job training as a cashier and I would expand my multi-tasking ability.

What keeps you wanting to do this type of work?

I enjoy it. I like seeing both sides in working with the pharmacists and the patients.

What qualities, in your opinion, make a good Pharmacy Technician?

I would say multi-tasking abilities and being able to deal with customers. Each pharmacy is different and so are insurance policies. Knowing about insurance and how it works is extremely helpful.

Physical Therapy (PT) Aides

Physical Therapy Aides prepare patients and treatment area for physical therapy treatments and assist physical therapists with treatments such as gait training, hydrotherapy, and exercise programs. They transport patients to and from treatment area and assemble and maintain equipment and supplies. They may perform routine clerical and related tasks. They work under continuous on-site supervision of a licensed/registered Physical Therapist (OES 660172).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$7.00 - \$22.00/hr	\$10.00/hr
New Hires/Exp'd:	\$8.00 - \$23.01/hr	\$10.00/hr
Exp'd/After 3 Years:	\$9.64 - \$25.00/hr	\$12.39/hr

Hours: Most jobs are 15-27 hours per week. Some jobs are 35-40 hours per week.

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Most provide sick leave and a vacation. Many also provide dental and life insurance. Some provide vision insurance. SHARED COST: Some employers provide medical insurance. Many provide a retirement plan. Some also provide dental and vision insurance. For part-time employees: Some employers provide medical insurance. Many provide sick leave and a vacation. Some also provide dental insurance, vision insurance, life insurance, and a retirement plan.

Training, Experience, and Other Requirements

License:	None
Education:	Many employers require a high school diploma or equivalent for job entry. Some require an associate degree.
Experience:	Most employers do not require prior experience.
Training:	Employers generally provide on-the-job training for this occupation, although related training programs are available. Refer to Physical Therapy Aides in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Small. There are approximately 160-195 physical therapy aides currently employed in the North Bay Counties. Local surveys indicate about 75% are female.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of physical therapist assistants and aides is expected to grow much faster than the average through the year 2008. However, Federal legislation imposing limits on reimbursement for therapy services may continue to adversely affect the job market for physical therapist assistants and aides in the near term.

Other Information

Where the Jobs Are: Offices of physical therapists, hospitals, and clinics. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring employee referrals. Most also recruit applicants through newspaper advertisements and/or fill openings by hiring unsolicited applicants. Some fill openings by hiring referrals from colleges and universities.

Important Knowledge, Skills, and Abilities

Knowledge:

- Knowledge of information and techniques needed to rehabilitate physical and mental ailments and to provide career guidance including alternative treatments, rehabilitation equipment and its proper use, and methods to evaluate treatment effects (4.66)
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.33)
- Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (3.50)

Skills:

- Talking to others to effectively convey information (3.83)
- Teaching others how to do something (3.66)
- Being aware of others' reactions and understanding why they react the way they do (3.50)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.20)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (3.80)
- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. (3.20)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 14 employers surveyed representing 61 employees in this occupation.

Career Path: Physical Therapy (PT) Aides

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Physical Therapy Aide Moderate-term OJT \$11.09/hr	Physical Therapy Assistant Physical Therapist Assistants Associate degree \$20.16/hr	Office Manager - Physical Therapy Office or Clinic	Physical Therapist Bachelor degree \$31.68/hr
			Clinic Director

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Personal and Home Care Aides	Short-term OJT	\$8.11
Physical Therapist Aides	Moderate-term OJT	\$11.09
Occupational Therapist Aides	Moderate-term OJT	\$13.63
Opticians, Dispensing	Long-term OJT	\$15.52
Psychiatric Technicians	Associate degree	\$17.43
Licensed Practical and Licensed Vocational Nurses	Post-secondary training	\$18.05
Occupational Therapist Assistants	Associate degree	\$18.89
Physical Therapist Assistants	Associate degree	\$20.16
Respiratory Therapists	Associate degree	\$21.66
Dental Hygienists	Associate degree	\$31.31
Physical Therapists	Masters degree	\$31.68

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Estella Mendoza

What is your job title?

I am a physical therapy aide.

What type of work do you do?

As a physical therapy aide, I have to be with patients and handle basic office/clerical duties. I update notes on charts and continue the physical therapy exercise(s) with the patient. I have to do anything that the physical therapist may not have the time for, although he has to co-sign everything that I do. I take care of a lot of paperwork.

What are the things that attracted you to this type of work?

I like helping people and seeing them recover.

What are the tasks you perform at work (skills)?

You have to know how to do the paper work, which includes knowing how to deal with the insurance companies. Knowing the exercises for the patients is important, too. You must be able to gauge a patient's abilities to find out if they should increase or decrease the exercises.

If you were starting over to be a Physical Therapy Aide, knowing what you know now, how would you better prepare yourself?

I think I'd learn more about the exercise equipment.

What keeps you wanting to do this type of work?

I think it's a really fun job. You meet people who really can't do anything, and then two weeks later they can do a lot more than before. For example, if they came here after shoulder surgery or something...and four weeks later they can dress themselves and do things around the house. That's a really great process to watch.

What qualities, in your opinion, make a good Physical Therapy Aide?

You have to be positive all the time, no matter what. Every person that we have is always in pain. Sometimes it's worse and sometimes it's better, but they're still in pain. If you're in a bad mood, it can make them feel worse. So, someone who's pleasant, has a good outlook, and smiles all the time will help them feel a little bit better.

Physical Therapy (PT) Assistants

Physical Therapy Assistants administer and assist with physical therapy treatments as planned and directed by a physical therapist. They administer treatments such as exercise, gait training, massage, whirlpool, and hot packs. They instruct, motivate, and assist patients with learning and improving functional activities. They may record patient treatments and maintain patient records (OES 660171).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$8.00 - \$14.38/hr	\$12.75/hr
New Hires/Exp'd:	\$8.00 - \$24.00/hr	\$15.00/hr
Exp'd/After 3 Years:	\$11.50 - \$25.00/hr	\$17.00/hr

Hours: Many jobs are 36-40 hours per week. Many other jobs are 8-28 hours per week.

Benefits: EMPLOYER PAID: Some employers provide medical insurance. Most provide a vacation, sick leave, and a retirement plan. Some also provide dental and life insurance. SHARED COST: Some employers provide medical insurance and dental insurance. For part-time employees: Some employers provide medical insurance. Many provide a vacation and sick leave. Some also provide a retirement plan.

Training, Experience, and Other Requirements

License:	Required for this occupation; contact the State Medical Board, Physical Therapy Examining Committee at 916-263-2550 for licensing information.
Education:	Many employers require an associate degree for job entry. Many others are willing to accept a high school level education.
Experience:	Most employers do not require prior experience.
Training:	Many employers report that word processing skills are important. Some also report that spreadsheet skills are important. Employers generally provide on-the-job training for this occupation, although related training programs are available. Refer to Physical Therapy Assistants in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Small. There are approximately 240-295 physical therapy assistants currently employed in the North Bay Counties. Local surveys indicate about 50% are female.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2004. About 10-15 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of physical therapist assistants and aides is expected to grow much faster than the average through the year 2008. However, Federal legislation imposing limits on reimbursement for therapy services may continue to adversely affect the job market for physical therapist assistants and aides in the near term.

Other Information

Where the Jobs Are: Offices of physical therapists, hospitals, and clinics. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements and/or fill openings by hiring employee referrals. Many also fill openings by hiring referrals from schools and training programs and/or by hiring unsolicited applicants. Some fill openings through in-house promotion or transfer.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of information and techniques needed to rehabilitate physical and mental ailments and to provide career guidance including alternative treatments, rehabilitation equipment and its proper use, and methods to evaluate treatment effects (4.66)
 - Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.33)
 - Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (3.50)
- Skills:**
- Talking to others to effectively convey information (3.83)
 - Teaching others how to do something (3.66)
 - Being aware of others' reactions and understanding why they react the way they do (3.50)
- Abilities:**
- The ability to communicate information and ideas in speaking so others will understand (4.20)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (3.80)
 - The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. (3.20)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 15 employers surveyed representing 27 employees in this occupation.

Career Path: Physical Therapy (PT) Assistants

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Physical Therapy Aide Moderate-term OJT \$11.09/hr	Physical Therapy Assistant Physical Therapist Assistants Associate degree \$20.16/hr	Office Manager Physical Therapy Office or Clinic	Physical Therapist Bachelor degree \$31.68/hr
			Clinic Director

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Personal and Home Care Aides	Short-term OJT	\$8.11
Physical Therapist Aides	Moderate-term OJT	\$11.09
Occupational Therapist Aides	Moderate-term OJT	\$13.63
Opticians, Dispensing	Long-term OJT	\$15.52
Psychiatric Technicians	Associate degree	\$17.43
Licensed Practical and Licensed Vocational Nurses	Post-secondary training	\$18.05
Occupational Therapist Assistants	Associate degree	\$18.89
Physical Therapist Assistants	Associate degree	\$20.16
Respiratory Therapists	Associate degree	\$21.66
Dental Hygienists	Associate degree	\$31.31
Physical Therapists	Masters degree	\$31.68

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Sara Hernandez

What is your job title?

Physical therapist assistant.

What type of work do you do?

I work hands-on with patients doing exercises and rehabilitation for injuries or strengthening purposes. After surgery, muscles react differently and we work to get them back to normal. We do this using modalities such as ultrasound or electrical stimulation. We also have them do some exercise routines to get their muscles back to their normal strength.

What are the things that attracted you to this type of work?

I like working with the elderly and watching the recovery of people.

What are the tasks you perform at work (skills)?

I do things that the aides do, like assisting the doctor with patient needs. But I also work with them on my own performing what's called joint mobilization. It's a little difficult to understand unless you've been to school for it.

If you were starting over to be a Physical Therapy Assistant, knowing what you know now, how would you better prepare yourself?

I would have paid more attention in school. I would also do more outside reading and do some volunteering at different physical therapy places, because actually being there and seeing what goes on is the better way to learn.

What keeps you wanting to do this type of work?

It's the satisfaction of knowing that I'm helping someone. I enjoy working with elderly people and watching somebody that's hurt get better. It's nice to know that you were part of their recovery.

What qualities, in your opinion, make a good Physical Therapy Assistant?

I know a lot of people that go into the field and don't really know too much about it. They heard a few things and then decided to go that route before they did some volunteering work. Understanding what you're getting yourself into is really important because it will affect the way you treat people.

Plumbers, Pipefitters, and Steamfitters

Plumbers, Pipefitters, and Steamfitters assemble, install, alter and repair pipe systems (metal, plastic, ceramic, composition, etc.) that carry water, steam, air, or other liquids or gases. Does not include Plumbers and Pipefitters who primarily install and repair heating, air conditioning, and refrigeration systems (OES 875020).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$7.67 - \$13.00/hr	\$10.00/hr
New Hires/Exp'd:	\$9.00 - \$22.00/hr	\$15.00/hr
Exp'd/After 3 Years:	\$15.00 - \$29.83/hr	\$24.50/hr

Hours: Almost all jobs are 35-45 hours per week.

Benefits: EMPLOYER PAID: Most employers provide medical insurance and a vacation. Many also provide a retirement plan. Some provide dental insurance, vision insurance, and sick leave. A few provide life insurance. SHARED COST: A few employers provide dental and vision insurance.

Training, Experience, and Other Requirements

License:	Not required, except for individuals who want to be licensed as plumbing contractors; contact the Contractors State License Board at 916-255-3900 for licensing information.
Education:	Many employers are willing to accept less than a high school level education for job entry. Many others require a high school diploma or equivalent.
Experience:	Many employers do not require prior experience. Many others require 6-36 months of prior experience. Most employers are willing to accept training as a substitute for experience.
Training:	Apprenticeship training takes about 5 years to complete and to achieve journey-level status. However, no local programs were identified for this occupation.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Medium. There are approximately 820 - 1,000 plumbers currently employed in the North Bay Counties. Local surveys indicate less than 5% are female. A few jobs are union.

Employment Trends

The growth rate is projected to be the slower than the average for all occupations through the year 2004. About 20-25 job openings are projected per year due to a net increase in occupation size. About 15-20 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of plumbers, pipefitters, and steamfitters is expected to grow more slowly than the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Plumbing, heating, and air conditioning contractors. Nationally, about 12% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring employee referrals. Some fill openings by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of materials, methods, and the appropriate tools to construct objects, structures, and buildings (4.20)
 - Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (4.20)
 - Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (2.60)
- Skills:**
- Installing equipment, machines, wiring, or programs to meet specifications (3.60)
 - Repairing machines or systems using the needed tools (3.40)
 - Determining the kind of tools and equipment needed to do a job (3.40)
- Abilities:**
- The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged (4.75)
 - The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (4.75)
 - The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects (4.25)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 16 employers surveyed representing 180 employees in this occupation.

Career Path: Plumbers, Pipefitters, and Steamfitters

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Helper or Laborer Helpers-Plumbers, Pipefitters, and Steamfitters Short-term OJT \$12.62/hr	Journeyman Plumber Plumbers, Pipefitters, and Steamfitters Long-term OJT \$21.01/hr	Foreman	Plumbing Contractor
Apprentice			

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Woodworking Machine Operators and Tenders, Except Sawing	Moderate-term OJT	\$9.96
Grips and Set-Up Workers, Motion Picture Sets, Studios, and Stages	Short-term OJT	\$10.09
Bench Workers, Jewelry	Long-term OJT	\$11.28
Timing Device Assemblers, Adjusters, and Calibrators	Work experience	\$11.57
Helpers--Installation, Maintenance, and Repair Workers	Short-term OJT	\$11.57
Electrical and Electronic Equipment Assemblers	Post-secondary training	\$11.90
Rough Carpenters	Long-term OJT	\$20.30
Boat Builders and Shipwrights	Long-term OJT	\$20.30
Pipe Fitters	Long-term OJT	\$21.01
Plumbers	Long-term OJT	\$21.01
Aircraft Structure Assemblers, Precision	Work experience	\$22.70

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Mark Zunie

What is your job title?

I am a plumber.

What kind of work do you do?

I install water and waste systems so people can wash dishes, take a bath, take a shower, etc. I design the layout as well.

What are the things that attracted you to this type of work?

My friend mentioned a plumbing position to me at a prison that was being built. Within the first day, I was drilling holes in concrete, cutting pieces of metal and bolting them to the floors. I enjoyed the quick learning process and the hands-on orientation of the job.

What kind of things do you do at work (skills)?

I install heaters, water lines, and gas lines. I install the entire plumbing system in a new building. I have a lot of tools that I have either bought or had to make myself.

If you were starting over to be a plumber, knowing what you know now, how would you better prepare yourself?

I would have studied more math. This job requires the constant measuring of many different things; you have to figure out what size pipes you need, how strong the water pressure will be, and where outlets and faucets will be installed. Sometimes you even have to know some trigonometry, because if you don't, you'll end up cutting something incorrectly, or damaging something else.

What keeps you wanting to do this type of work?

I would say the variety of it. The job changes constantly- from renovations, like putting in hot tubs and heaters, to working on a high rise using iron materials, to getting rain water from the roof or waste from sewage lines. It's very hard to get bored in this line of work.

What qualities make an exceptional plumber?

Doing things right the first time, I would say. You can always do a quick job on something that no one will see, but it will catch up to you later. Problem solving skills are very good to have, too. You have to be very inventive sometimes to assess something and know how to get the job done without wasting time or materials.

Quality Assurance Managers

Also known as quality control managers.

Quality Assurance Managers set up systems, processes and implement new programs. They manage/implement quality, reliability and product safety and administer ISO9000 activities. They are responsible for developing and administering quality control programs, and ensure quality control procedures and policies are coordinated throughout the company. They are responsible for establishing testing policies and procedures for maintaining a program that will meet the quality control needs of the entire organization. They are also responsible for assessing compliance to regulatory and manufacturing specs (Modified DOT 169.167-995).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	—	—
New Hires/Exp'd:	\$10.00 - \$19.18/hr	\$14.92/hr
Exp'd/After 3 Years:	\$12.00 - \$27.90/hr	\$17.43/hr

Hours: Almost all jobs are 40-55 hours per week.

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Almost all provide a vacation. Most provide sick leave. Many also provide dental insurance. Some provide a retirement plan, vision insurance, and life insurance. SHARED COST: Many employers provide medical insurance. Most provide a retirement plan. Many also provide dental, life, and vision insurance.

Training, Experience, and Other Requirements

License: None

Education: Most employers require a bachelor degree for job entry. Some are willing to accept an associate degree.

Experience: Almost all employers require 1-5 years of related experience. Some employers are willing to accept training as a substitute for experience.

Training: Almost all employers report that word processing and spreadsheet skills are important. Many also report that database skills are important. Training for this occupation is typically learned on-the-job and varies by industry. Refer to Business Related Occupations in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Small. There are approximately 200-300 quality assurance managers currently employed in the North Bay Counties. Local surveys indicate about 55% are female.

Employment Trends

Insufficient data; however, almost all employers surveyed expect their employment for this occupation to remain stable over the next two years. Nationwide, employment growth will reflect industry growth and the continuing self-enforcement of government and company regulations and policies, particularly among franchise operations in various industries.

Other Information

Where the Jobs Are: In a variety of manufacturing and production related industries.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements. Many fill openings by hiring employee referrals and/or colleges and universities. Some fill openings by hiring referrals from employment agencies. Some also fill openings through in-house promotion or transfer and/or recruit applicants through internet job listings.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of inputs, outputs, raw materials, waste, quality control, costs, and techniques for maximizing the manufacture and distribution of goods (5.00)
 - Knowledge of principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods (4.91)
 - Knowledge of policies and practices involved in personnel/human resource functions. This includes recruitment, selection, training, and promotion regulations and procedures; compensation and benefits packages; labor relations and negotiation strategies (3.68)
- Skills:**
- Adjusting actions in relation to others' actions (4.50)
 - Inspecting and evaluating the quality of products (4.25)
 - Weighing the relative costs and benefits of a potential action (4.16)
- Abilities:**
- The ability to communicate information and ideas in speaking so others will understand (4.50)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (4.25)
 - The ability to read and understand information and ideas presented in writing (4.08)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 15 employers surveyed representing 29 employees in this occupation.

Career Path: Quality Assurance Managers

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Quality Assurance Technician	Quality Assurance Supervisor	Quality Assurance Manager	Production Manager Industrial Production Managers Bachelor + work exp \$35.76/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Production, Planning, and Expediting Clerks	Short-term OJT	\$16.63
Food Service Managers	Work experience	\$19.89
Environmental Compliance Inspectors	Bachelor degree	\$22.28
Government Property Inspectors and Investigators	Work experience	\$22.28
First-Line Supervisors/Managers of Production and Operating Workers	Work experience	\$22.55
Medical and Clinical Laboratory Technologists	Bachelor degree	\$26.12
Industrial Production Managers	Bachelor + work exp	\$35.76
Petroleum Engineers	Bachelor degree	\$38.65
Financial Managers, Branch or Department	Bachelor + work exp	\$39.50
Natural Sciences Managers	Masters + work exp	\$40.15
Computer and Information Systems Managers	Bachelor + work exp	\$44.34

Sources:

*Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
 California Employment Development Department OES Program (hourly wages for California)*

Career Dialogue with Isidro Laron

What is your job title?

Production planner.

What kind of work do you do?

I look ahead- six months ahead, a year ahead. Based on the forecast provided for us from the sales group, I figure out what we'll need in the future. Mostly this is in regard to staffing. On a daily basis we figure out how much candy to make and when to make it. In a nutshell, that's what I do.

What are the things that attracted you to this type of work?

I started out at the company 24 years ago as a production worker right out of high school. A friend told me about this candy company that had decided to hire young kids in hopes that maybe they'd grow with the company. So I started out as a production worker and worked up to the position I'm in now. I've worked in almost all the departments. The good thing about this company is that if you know what you're doing and they (management) think that you're capable of doing a job, they will promote you. So they recognize you and you're just not about a number.

What kind of things do you do at work (skills)?

Using a program called MRT, (Material Requirement Transaction) I keep track of what product we have on hand. It tells you what's being ordered against what you have in stock. It also tells you what's forecasted so I can decide if we need more of anything. I use it to keep track of re-order points, too. For instance, if the forecast is for 200 cases, you'll still have the 200 cases you need for certain. But you need a safety spot incase there's an unexpected increase.

If you were starting over to be an industrial production manager, knowing what you know now, how would you better prepare yourself?

I would definitely go to college and get a degree in Business. Since I work with so many numbers, I'd say I'd want to know math a little better than I did when I started.

What keeps you wanting to do this type of work?

You need to take a look at the total picture. I look at the growth of the company on a yearly basis with regard to where we started and where we're going. I ask myself, "Am I part of this growth?" or "Did I make a difference in this growth?" This company is very family oriented. How I can make a difference in this company is what keeps me motivated. I also enjoy the different challenges that I face on a daily basis; I can count on two hands the number of times that I have been bored over a span of 24 years.

What qualities make an exceptional Industrial Production Manager?

You need to know the people that work for you- how they are or handle stress, knowing what they're capable of doing, and what makes them tick. They say that you should treat people the same way, and to a point that's correct. However, you need to adjust the way you treat different people in order for you to be a successful manager. So the way I would do it is to treat people fairly, but always in relation to who and how they are.

Receptionists and Information Clerks

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. Does not include Receptionists who primarily operate switchboards (OES 553050).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$9.00 - \$13.15/hr	\$11.00/hr
New Hires/Exp'd:	\$8.00 - \$14.25/hr	\$11.00/hr
Exp'd/After 3 Years:	\$10.00 - \$17.26/hr	\$13.50/hr

Hours: Most jobs are 35-40 hours per week. Some jobs are temporary or on-call.

Benefits: EMPLOYER PAID: Some employers provide medical insurance. Almost all provide a vacation. Most provide sick leave. Many also provide a retirement plan. Some provide dental and life insurance. SHARED COST: Some employers provide medical insurance. Many provide a retirement plan. Some also provide dental and vision insurance.

Training, Experience, and Other Requirements

License:	None
Education:	Most employers require a high school diploma or equivalent for job entry.
Experience:	Many employers do not require prior experience. Many others require 9-24 months of prior experience. Many employers are willing to accept training as a substitute for experience.
Training:	Most employers report that word processing skills are important. Many also report that spreadsheet skills are important. Some report that database skills are important. Employers generally provide on-the-job training for this occupation. Refer to Receptionist and/or Secretarial/Administrative Support Occupations in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover estimated to be very low (less than 10%). This turnover rate does not include temporary/on-call employment.

Size of Occupation

Very large. There are approximately 5,085 - 6,215 receptionists and information clerks currently employed in the North Bay Counties. Local surveys indicate about 90% are female.

Employment Trends

The growth rate is projected to be the same as the average for all occupations through the year 2004. About 135-165 job openings are projected per year due to a net increase in occupation size. About 100-120 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of receptionists is expected to grow faster than the average for all occupations through 2008. This increase will result from rapid growth in services industries including physician's offices, law firms, temporary help agencies, and consulting firms where most receptionists are employed.

Other Information

Where the Jobs Are: In a wide variety of industries, with about 1 in 4 employed by healthcare and dental services firms. Nationally, about 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring employee referrals. Most also recruit applicants through newspaper advertisements. Some fill openings by hiring unsolicited applicants and/or referrals from employment agencies.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (4.50)
 - Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.16)
 - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (3.75)
- Skills:**
- Talking to others to effectively convey information (4.08)
 - Actively looking for ways to help people (3.91)
 - Listening to what other people are saying and asking questions as appropriate (3.91)
- Abilities:**
- The ability to speak clearly so that it is understandable to a listener (4.66)
 - The ability to communicate information and ideas in speaking so others will understand (4.66)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (4.33)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

*Source: O*NET Database version 3.0*

*Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 16 employers surveyed representing 36 employees in this occupation.*

Career Path: Receptionists and Information Clerks

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Receptionist Receptionists and Information Clerks Short-term OJT \$11.31/hr	Secretary or Administrative Assistant Secretaries, Except Legal, Medical, and Executive Post-secondary training \$14.34/hr	Executive Secretary Executive Secretaries and Administrative Assistants Work experience \$18.05/hr	Office Manager/Supervisor First-Line Supervisors, Administrative Support Work Experience \$21.85/hr
			Bookkeeper Bookkeeping, Accounting, and Auditing Clerks Moderate-term OJT \$15.31/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Hotel, Motel, and Resort Desk Clerks	Short-term OJT	\$9.28
Counter and Rental Clerks	Short-term OJT	\$9.73
Tellers	Moderate-term OJT	\$10.52
Receptionists and Information Clerks	Short-term OJT	\$11.31
Office Clerks, General	Post-secondary training	\$12.18
Reservation and Transportation Ticket Agents	Short-term OJT	\$13.08
Secretaries, Except Legal, Medical, and Executive	Post-secondary training	\$14.34
Customer Service Representatives, Utilities	Short-term OJT	\$15.03
Loan Interviewers and Clerks	Short-term OJT	\$15.74
Public Address System and Other Announcers	Work experience	\$16.69
Insurance Claims Clerks	Moderate-term OJT	\$18.85

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Myria Jones

What is your job title?

Administrative clerk II.

What kind of work do you do?

I answer phones. I do database keyboarding, sort and distribute mail, take messages, and give out applications. I also direct people to the right place when they come in looking for an appointment.

What are the things that attracted you to this type of work?

I like to help people.

What kind of things do you do at work (skills)?

You have to have a lot of patience to deal with people who are low income. They really don't have a lot going for them right now, so I try to motivate them to get what they need and then direct them to the employment side. Once they find employment, they're much happier with their lives and with themselves.

If you were starting over to be a receptionist, knowing what you know now, how would you better prepare yourself?

I would do a lot more training because I came in from working in customer service. You need to know what to say, so you don't anger them, but I learned the hard way that interpersonal skills are vital. You want people leaving here happy, but you should also remember that you can't please everyone.

What keeps you wanting to do this type of work?

Again, it's the people. At first they come in here all mad and upset, but in the long run they appreciate that you were the one that helped them. And you're the one who helped them to finally find employment. It's interesting to watch them begin and struggle, but sometimes they have better jobs than I do after they leave.

What qualities make an exceptional receptionist?

Patience. Attitude. Respect for the clients. You can't ask for anything more than that because if you have respect for them, they'll have respect for you.

Registered Nurses (RNs)

Includes staff nurses.

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required. Does not include Nursing Instructors and Teachers (OES 325020).

Wages and Benefits

	Non-Union	Median	Union	Median
New Hires/Inexp'd:	\$14.38 - \$21.00/hr	\$18.00/hr	—	—
New Hires/Exp'd:	\$10.23 - \$30.00/hr	\$20.00/hr	\$21.00 - \$29.00/hr	\$25.08/hr
Exp'd/After 3 Years:	\$17.58 - \$35.00/hr	\$25.00/hr	\$23.00 - \$33.00/hr	\$28.45/hr

Hours: Many jobs are 40-60 hours per week. Some jobs are 7-32 hours per week. Some other jobs are temporary or on-call, ranging from 10-28 hours per week.

Benefits: EMPLOYER PAID: Most employers provide medical insurance. Almost all provide a vacation and sick leave. Most also provide vision insurance and a retirement plan. Many provide dental and life insurance. SHARED COST: Some employers provide a retirement plan, dental, vision, and life insurance. For part-time employees: Many employers provide medical insurance and other benefits, including a vacation and sick leave. Some also provide dental insurance, vision insurance, a retirement plan, and life insurance.

Training, Experience, and Other Requirements

License: Required for this occupation; contact the State Board of Registered Nursing at 916-322-3350 for information.

Education: Most employers require an associate degree for job entry. Some are willing to accept a high school diploma or equivalent.

Experience: Many employers do not require prior experience. Many others require 6-24 months of prior experience. Some employers are willing to accept training as a substitute for experience.

Training: Many RNs develop specialties, which usually require additional training or certification. Specialty areas include emergency room, surgery, intensive care, outpatient/clinic, anesthetist, pediatrics, obstetrics/gynecology, oncology and hospice, among others. Some employers report that word processing skills are important. Refer to Registered Nurses in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be moderate (20-29%). This turnover rate does not include temporary or on-call employment.

Size of Occupation

Very large. There are approximately 6,785 - 8,290 registered nurses currently employed in the North Bay Counties. Local surveys indicate about 90% are female.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2004. About 150-180 job openings are projected per year due to a net increase in occupation size. About 100-120 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of registered nurses is expected to grow faster than the average for all occupations through 2008.

Other Information

Where the Jobs Are: Hospitals and clinics. Nationally, about 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most fill openings by hiring employee referrals. Some fill openings by hiring referrals from schools and training programs and/or by hiring unsolicited applicants. Some also recruit applicants through internet job listings.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures (4.83)
 - Knowledge of plant and animal living tissue, cells, organisms, and entities, including their functions, interdependencies, and interactions with each other and the environment (4.50)
 - Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.33)
- Skills:**
- Talking to others to effectively convey information (4.16)
 - Actively looking for ways to help people (4.16)
 - Being aware of others' reactions and understanding why they react the way they do (3.91)
- Abilities:**
- The ability to communicate information and ideas in speaking so others will understand (4.75)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (4.66)
 - The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. (4.66)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 17 employers surveyed representing 1,185 employees in this occupation.

Career Path: Registered Nurses

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Nurse Aide Nursing Aides, Orderlies, and Attendants Post-secondary training \$9.76/hr	Licensed Vocational Nurse Post-secondary training \$18.05/hr	Registered Nurse Associate Degree \$27.82/hr	Director of Nursing
			Medical and Health Services Managers Bachelor + work exp \$35.81/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Nursing Instructors and Teachers, Postsecondary	Masters degree	—
Internists, General	Professional degree	—
Obstetricians and Gynecologists	Professional degree	—
Medical Assistants	Post-secondary training	\$13.26
First-Line Supervisors, Administrative Support	Work experience	\$21.85
Kindergarten Teachers, Except Special Education	Masters degree	\$22.60
Medical and Clinical Laboratory Technologists	Bachelor degree	\$26.12
Registered Nurses	Associate degree	\$27.82
Orthotists and Prosthetists	Post-secondary training	\$27.84
Family and General Practitioners	Professional degree	\$38.16
Pediatricians, General	Professional degree	\$48.43

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)

California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Rebecca Tabion

What is your job title?

I am a charge nurse and night supervisor.

What kind of work do you do?

I am a Registered Nurse. I am in charge of 30-31 patients on my ward and nursing for the night shift.

What are the things that attracted you to this type of work?

I wanted to go into agriculture. I was living in the Philippines and started taking the courses to do so. I had a few days off from school and my aunt talked with me. She encouraged me to be a nurse and pointed out that if I wanted to go to America, that nurses could easily get jobs. After starting classes in nursing, I realized that I liked helping and taking care of patients and making sure that their needs came first. I have been in nursing over 20 years. I enjoy when I help people and get praise from the patient, their families, doctors, or others. I can also work the shifts that I want to, and there are lots of jobs in many different places that make use of nurses.

What kind of things do you do at work (skills)?

I make sure the other “nurses” (nursing assistants) take care of the patients. This means I make sure they bathe them, keep them clean, turn them, feed them, and I also help in doing this. I give the medications. I also start, monitor, and stop IV’s. I talk with the patients and try to make them comfortable, because although some have families, most do not. I also have patients on “in-home” dialysis, which also requires monitoring. As the supervisor I help the other wards assess patients. We assess them to see if we need to call the doctor because the doctors almost never come to see the patients. If someone passes, I must follow the county laws and under certain circumstances, call the Coroner. If they have not been seen by a doctor in the last 20 days or have fallen recently, I must call the Coroner. I also call the family if there is any, or the Public Guardian.

If you were starting over to be an Registered Nurse, knowing what you know now, how would you better prepare yourself?

I would say that you must go to school and love nursing. You must be sure that this is what you want to do.

What keeps you wanting to do this type of work?

As I said the money is not bad and there is lots of work. I live in Sacramento and drive to work here because this facility is like a family. Don’t get me wrong- we have our problems but it’s like a family. I enjoy helping and serving others and getting praise. I feel special.

What qualities make an exceptional Registered Nurse?

You must know how to do procedures and give care by following the steps. You must love nursing, as it can be a “dirty” job caring for the patients. An exceptional nurse talks with the patients, laughs with them, and even sings with them. She is caring and can follow the steps. She deals well with the patients and their families.

Sales Representatives – Except Scientific and Related Products and Services

Sales Representatives, Except Scientific and Related Products and Services, sell goods and services for wholesalers or manufacturers to businesses or groups of individuals. This work requires a substantial knowledge of the items sold. Sales representatives solicit orders from established clients or secure new customers (OES 490080).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$9.59 - \$13.00/hr	\$10.09/hr
New Hires/Exp'd:	\$9.59 - \$21.58/hr	\$18.22/hr
Exp'd/After 3 Years:	\$14.96 - \$39.42/hr	\$21.00/hr

Some sales representatives may also receive sales commissions.

Hours: Almost all jobs are 40-45 hours per week.

Benefits:	Paid by:	Employer		Shared		Employee	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance		■■■	—	■■	—	□	—
Dental Insurance		■■	—	■■	—	□	—
Vision Insurance		■■	—	□	—	□	—
Life Insurance		■■	—	□	—	□	—
Sick Leave		■■■■	—	□	—	□	—
Vacation		■■■■	—	□	—	■	—
Retirement		■	—	■	—	■■	—
Child Care		□	—	□	—	□	—

■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)
 □ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Most employers require a high school diploma or equivalent for job entry.

Experience: Many employers require 1-3 years of prior experience. Many other employers do not require prior experience.

Training: Many employers report that word processing and spreadsheet skills are important. Refer to Sales Representatives in the Occupation-Training Index for information on related training programs.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
 CCOIS survey data collected in 2001: 15 employers surveyed representing 85 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Very large. There are approximately 4,130 – 5,050 sales representatives – except scientific and related products and services currently employed in the North Bay Counties. Local surveys indicate about 35% are female.

Employment Trends

The growth rate is projected to be the same as the average for all occupations through the year 2004. About 105-130 job openings are projected per year due to a net increase in occupation size. About 100-120 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of manufacturers' and wholesale sales representatives is expected to grow more slowly than the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Manufacturers and wholesalers. Nationally, about 5% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring employee referrals. Many also recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from private employment agencies.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of principles and methods involved in showing, promoting, and selling products or services. This includes marketing strategies and tactics, product demonstration and sales techniques, and sales control systems (5.00)
 - Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.16)
 - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (3.83)
- Skills:**
- Talking to others to effectively convey information (4.66)
 - Being aware of others' reactions and understanding why they react the way they do (4.33)
 - Actively looking for ways to help people (4.33)
- Abilities:**
- The ability to communicate information and ideas in speaking so others will understand (5.00)
 - The ability to speak clearly so that it is understandable to a listener (4.83)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (4.66)

Career Path for Sales Representatives – Except Scientific and Related Products and Services

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Trainee	Sales Rep Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products Moderate-term OJT \$24.07/hr	Sales Manager Sales Managers Bachelor + work exp \$41.45/hr	District or Regional Sales Manager
Retail Salesperson Retail Salespersons Short-term OJT \$10.43/hr		Office Manager First-Line Supervisors, Administrative Support Work experience \$21.85/hr	Marketing Manager Bachelor + work exp \$42.27/hr
Stocker Stock Clerks, Sales Floor Short-term OJT \$11.10/hr		Customer Service Manager First-Line Supervisors, Customer Service Work experience \$21.85/hr	

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Teacher Assistants	Work experience	—
Tour Guides and Escorts	Work experience	\$11.34
Secretaries, Except Legal, Medical, and Executive	Post-secondary training	\$14.34
First-Line Supervisors, Administrative Support	Work experience	\$21.85
Wholesale and Retail Buyers, Except Farm Products	Bachelor degree	\$21.92
Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products	Moderate-term OJT	\$24.07
Librarians	Masters degree	\$24.08
Administrative Services Managers	Bachelor + work exp	\$29.21
Sales Representatives, Mechanical Equipment and Supplies	Moderate-term OJT	\$31.81
Sales Engineers	Bachelor degree	\$33.40
Sales Managers	Bachelor + work exp	\$41.45

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Sam Link

What are some of the job titles you've held previously in this career field?

I have been a sales manager, a sales executive, target accounts manager, and a marketing manager.

What kind of work do you do in your current job and what do you do in a typical day?

I solicit Fortune 500 companies and identify their key business initiatives and then match our business application solutions to their initiatives. We then try to demonstrate the benefit of using our business solutions towards those initiatives. A typical day consists of cold calling businesses, speaking with CEO's, CIO's, CFO's, etc. I then discuss these conversations with internal technical people to see if we can identify matches. I conduct Internet research trying to find companies that may be a match for our product. I also make presentations to customers, which usually involves that I travel to their place of business.

What was it that attracted you to this work?

I enjoy talking to people, finding out interesting things about them. When I was in college I was always the first one who would visit and talk. I would volunteer to do presentations and public speaking opportunities. It is exciting to me to meet face-to-face with new clients and people in general.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

You definitely need to be well spoken, using proper English and courtesy. I believe a diverse background is helpful so that you have a more rounded understanding of the customers needs. You should also have a good handle on history and current events as they may impact the needs of a business. You should also have a thorough understanding of product information so that you can present to the customer in terms that they understand.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

Get a good understanding of what your goals, objectives, and needs are. Then do some research on companies that best fit your expectations. You need to develop interpersonal skills that allow you to deal with rejection and rudeness and turn it into a positive.

What is it that keeps you wanting to do this kind of work?

It's the excitement and opportunity to learn something new about the client. I can then take this and keep in the back of my mind, and perhaps it will become useful at a later time. I like the fact that I get to deal with people one-on-one.

What qualities make for an exceptional Sales Representative?

A person definitely needs to be self-driven, be determined to meet their goal. They should also be creative in coming up with approaches and strategies to achieve their goals.

Salespersons - Retail (Except Vehicle Sales)

Also known as sales associates and sales clerks.

Retail Salespersons, Except Vehicle Sales sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Does not include workers who work primarily as Cashiers (OES 490112).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$5.75 - \$9.00/hr	\$7.00/hr
New Hires/Exp'd:	\$6.00 - \$10.00/hr	\$8.50/hr
Exp'd/After 3 Years:	\$8.25 - \$14.00/hr	\$10.00/hr

Hours: Many jobs are 15-32 hours per week. Many other jobs are 40-45 hours per week.

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Most provide a paid vacation. Many also provide paid sick leave. Some provide dental and vision insurance. SHARED COST: Some employers provide medical insurance and other benefits, including a retirement plan, dental insurance, vision insurance, and life insurance. For part-time employees: A few employers provide medical insurance.

Training, Experience, and Other Requirements

License: None

Education: Many employers are willing to accept less than a high school level education for job entry. Many others require a high school diploma or equivalent.

Experience: Almost all employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are available. Refer to Salespersons - Retail in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Very large. There are approximately 16,025 - 19,585 retail salespersons currently employed in the North Bay Counties. Local surveys indicate about 50% are female.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2004. About 525-640 job openings are projected per year due to a net increase in occupation size. About 555-675 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of retail salespersons is expected to increase about as fast as the average for all occupations through the year 2008 due to anticipated growth in retail sales created by a growing population.

Other Information

Where the Jobs Are: Retailers and specialty shops. Nationally, about 3% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants by hiring employee referrals and/or by hiring unsolicited applicants. Many also recruit applicants through newspaper advertisements. Some fill openings by hiring referrals from schools and training programs.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of principles and methods involved in showing, promoting, and selling products or services. This includes marketing strategies and tactics, product demonstration and sales techniques, and sales control systems (4.75)
 - Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.41)
 - Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (3.75)
- Skills:**
- Actively looking for ways to help people (4.66)
 - Talking to others to effectively convey information (4.08)
 - Being aware of others' reactions and understanding why they react the way they do (3.83)
- Abilities:**
- The ability to communicate information and ideas in speaking so others will understand (4.66)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (4.33)
 - The ability to speak clearly so that it is understandable to a listener (4.16)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

*Source: O*NET Database version 3.0*

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 16 employers surveyed representing 688 employees in this occupation.

Career Path: Salespersons-Retail (Except Vehicle Sales)

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Stock Clerk	Salesperson (Retail) Short-term OJT \$10.43/hr	Assistant Manager	Store Manager
		Dept. Manager First-Line Supervisors/Managers of Retail Sales Workers Work Experience \$18.07/hr	

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Combined Food Preparation and Serving Workers, Including Fast Food	Short-term OJT	\$7.26
Counter and Rental Clerks	Short-term OJT	\$9.73
Retail Salespersons	Short-term OJT	\$10.43
Tellers	Moderate-term OJT	\$10.52
Telemarketers	Short-term OJT	\$11.63
Transportation Attendants, Except Flight Attendants and Baggage Porters	Short-term OJT	\$12.67
Door-To-Door Sales Workers, News and Street Vendors, and Related Workers	Short-term OJT	\$12.70
Parts Salespersons	Moderate-term OJT	\$13.85
Billing, Cost, and Rate Clerks	Moderate-term OJT	\$14.04
Bill and Account Collectors	Moderate-term OJT	\$14.57
Insurance Claims Clerks	Moderate-term OJT	\$18.85

Sources:

*Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)*

Career Dialogue with Arica Grafton

What is your job title?

My main title is sales associate.

What type of work do you do?

I deal with credit cards and am in charge of different activities that we conduct to boost credit card applications. We also work with hundreds of women every day as they come in to shop for personal items. We assist them in finding correct sizes as well as what's comfortable for them. It's a very large business and there's a lot of volume that comes through. We ensure that our sales are high enough for the company.

What are the things that attracted you to this type of work?

I like working with and helping people on a more personal level. This company has a good balance of work and personal involvement with the clientele and I enjoy that. I've had different jobs in the medical field where you deal with fewer people, but at a higher level of intensity. This type of work is done more at the surface level, but it's also very personal. There's a lot of variety as well. Something different happens every day and I enjoy that, too. It's very spontaneous.

What are the tasks that you perform at work?

We get credit card sign-ups frequently, which is really important for the company and the different promotions we run. We meet once a month after hours to change the floor set of the store. We promote products for the new season and stay organized to keep up with the different products coming out. We work one on one with the women and try to make it easy for them.

If you were starting over to be a retail salesperson, knowing what you know now, how would you better prepare yourself?

If I knew what I know now, I wouldn't have been as shy and I wouldn't have withdrawn myself as much. I would have gone out earlier and found another job that involved helping people so that I understood the whole concept of caring about the customer. I also would try to get some experience so that I had a better perspective of sales. My idea was that all salespeople were pushy and presumptuous, so I didn't know how to get the balance to where I was selling, but also helping.

What keeps you wanting to do this type of work?

I like helping people and making them happy and that's what makes me happy, so it's a good place for me. I like the flexibility and the closeness with my managers and the team. Overall it lets me keep a good balance of life and work, but again it's also very rewarding to help people.

What qualities, in your opinion, make a good retail salesperson?

A big heart, a lot of compassion, and not just the typical wheeler/dealer salesman attitude. Also, the ability to really see what customers need or want will help you make a sale and leave the customer feeling satisfied with your service. It's also important that you really care about the people you're working with and you're working for.

Secretaries – Except Legal and Medical

Includes administrative assistants.

Secretaries, Except Legal and Medical, relieve officials of clerical work and minor administrative and business detail by scheduling appointments, giving information to callers, taking dictation, composing and typing routine correspondence, reading and routing incoming mail, and filing correspondence and other records. They may perform various other assigned clerical duties. Does not include Medical and Legal Secretaries (OES 551080).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$9.00 - \$11.51/hr	\$10.35/hr
New Hires/Exp'd:	\$10.00 - \$15.00/hr	\$12.00/hr
Exp'd/After 3 Years:	\$11.50 - \$19.18/hr	\$14.38/hr

A few secretaries may also receive bonuses.

Hours: Almost all jobs are 40 hours per week. A few jobs are 20-32 hours per week.

Benefits: Paid by:	Employer		Shared		Employee	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance	■■■■■	■■■	■	□	□	□
Dental Insurance	■■■	■■	■	□	□	□
Vision Insurance	■■■	■	■	□	□	□
Life Insurance	■■■	■	■	■	□	□
Sick Leave	■■■■■	■■■	□	□	□	□
Vacation	■■■■■	■■■	□	□	□	□
Retirement	■■■	■	■	■	■	□
Child Care	■	■	□	□	□	□

■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Of the employers surveyed, all report that they require a high school diploma or equivalent for job entry.

Experience: Most employers require or prefer 1-3 years of prior experience.

Training: Almost all employers report that word processing and spreadsheet skills are important. Most also report that database skills are important. Refer to Secretarial/Administrative Support Occupations in the Occupation-Training Index for information on related training programs.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2001: 15 employers surveyed representing 83 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is very difficult to find inexperienced but qualified applicants, and moderately difficult to find qualified applicants with prior experience. This indicates a **very good outlook** for job seekers without prior experience, and a **good outlook** for those who are fully experienced. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Very large. There are approximately 6,715 – 8,390 secretaries (except legal and medical) currently employed in the North Bay Counties. Local surveys indicate about 95% are female. Few jobs are union.

Employment Trends

The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 70-80 job openings are projected per year due to a net increase in occupation size. About 110-130 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, little or no change is expected in the employment of secretaries over the 1998-2008 period.

Other Information

Where the Jobs Are: In a wide variety of industries, including educational services, government agencies, and temporary employment agencies. Nationally, less than 5% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Many fill openings by hiring employee referrals and/or by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (5.00)
 - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (4.00)
- Skills:**
- Listening to what other people are saying and asking questions as appropriate (4.00)
 - Adjusting actions in relation to others' actions (4.00)
 - Communicating effectively with others in writing as indicated by the needs of the audience (3.83)
- Abilities:**
- The ability to communicate information and ideas in speaking so others will understand (4.83)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (4.66)
 - The ability to read and understand information and ideas presented in writing (4.33)

Career Path for Secretaries – Except Legal and Medical

Entry Level ►	Mid–Level ►	Advanced Level ►	Options
Receptionist Receptionists and Information Clerks Short-term OJT \$11.31/hr	Secretary Secretaries, Except Legal, Medical, and Executive Post-secondary training \$14.34/hr	Administrative Assistant Executive Secretaries and Administrative Assistants Work experience \$18.05/hr	Customer Service Manager First-Line Supervisors, Customer Service Work experience \$21.85/hr
Clerical Support Workers Secretaries, Except Legal, Medical, and Executive Post-secondary training \$14.34/hr		Supervisor or Office Manager First-Line Supervisors, Administrative Support Work experience \$21.85/hr	Bookkeeper Bookkeeping, Accounting, and Auditing Clerks Moderate-term OJT \$15.31/hr
			Sales Rep Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products Moderate-term OJT \$24.07/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Cashiers	Short-term OJT	\$9.08
Tellers	Moderate-term OJT	\$10.52
Receptionists and Information Clerks	Short-term OJT	\$11.31
Office Clerks, General	Post-secondary training	\$12.18
Reservation and Transportation Ticket Agents	Short-term OJT	\$13.08
Billing, Cost, and Rate Clerks	Moderate-term OJT	\$14.04
Secretaries, Except Legal, Medical, and Executive	Post-secondary training	\$14.34
Word Processors and Typists	Post-secondary training	\$14.35
Bookkeeping, Accounting, and Auditing Clerks	Moderate-term OJT	\$15.31
Loan Interviewers and Clerks	Short-term OJT	\$15.74
Librarians	Masters degree	\$24.08

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Lori Lucero

What are some of the job titles you've held previously in this career field?

Administrative management, customer service manager, legal secretary.

What kind of work do you do in your current job and what do you do in a typical day?

I am responsible for the administrative functions for the office. This includes assisting the director and regional analyst, schedule meetings, take and transcribe meeting minutes, make travel arrangements for the office staff, as well as other clerical functions. I am also responsible for personnel matters such as time sheet input, new hire paperwork, and other related items.

What was it that attracted you to this work?

I enjoy working with different types of people. I also like helping them complete their tasks. The variety of tasks is also something that I like about my job. There is always something a little bit different to do each day.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

You will need computer skills especially the ability to use word processing and spreadsheet applications. You need to be very organized and be able to handle multiple tasks simultaneously. You need good communication skills both verbal and written. I would also recommend that someone posses basic typing and short hand skills. These are old school skills, but I still find that they are needed. I also think the ability to focus on a particular task is important.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

Again, you will need some fundamental computer knowledge like Windows, MS Word, MS Excel, etc. I also think you need to find and internship or work experience program. Make sure you like this type of work because it is not for everyone. You need to have good people skills because essentially a lot of your job is taking care of other people.

What is it that keeps you wanting to do this kind of work?

I like working with people, and helping them. I like the dynamics of this job in that there is always something new to learn and do. I like that I get to be somewhat of my own boss. I take direction from management, but it is mostly up to me to figure the best way to meet the task.

What qualities make for an exceptional Secretary?

The qualities that I feel are important are organization, having the ability to work well with people with various personalities, and you need to be a self-starter and disciplined.

Stock Clerks – Stockroom, Warehouse, Storage Yard

Also known as warehouse workers and material handlers.

Stock Clerks receive, store, and issue materials, equipment, and other items from stockroom, warehouse, or storage yard, and keep records and compile stock reports. Does not include Stockroom Laborers and workers whose primary duties involve shipping, weighing, and checking (OES 580230).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$6.25 - \$10.00/hr	\$7.50/hr
New Hires/Exp'd:	\$6.75 - \$11.00/hr	\$8.75/hr
Exp'd/After 3 Years:	\$7.00 - \$15.00/hr	\$10.50/hr

Hours: Many jobs are 40-44 hours per week. Many other jobs are 8-30 hours per week.

Benefits: Paid by:	Employer		Shared		Employee	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance	■■■■■	■■	■■	■	□	□
Dental Insurance	■■■	■■	■	□	□	□
Vision Insurance	■■	■	■■	■	□	□
Life Insurance	■■	■	■	□	□	□
Sick Leave	■■■	■■	□	□	□	□
Vacation	■■■■■	■■	□	□	□	□
Retirement	■■	■	■■	■	□	□
Child Care	■	□	□	□	□	□

■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Many employers require a high school diploma or equivalent for job entry. Many others are willing to accept less than a high school level education.

Experience: Almost all employers do not require prior experience.

Training: Some employers report that word processing skills are important. Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Very large. There are approximately 3,180 – 2,470 stock clerks currently employed in the North Bay Counties. Local surveys indicate about 30% are female.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2004. About 105-125 job openings are projected per year due to a net increase in occupation size. About 40-50 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, job prospects for stock clerks should be favorable even though employment is expected to grow more slowly than the average for all occupations through 2008.

Other Information

Where the Jobs Are: Warehouses, distribution centers, department stores, building supply stores, and grocery stores. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring unsolicited applicants. Most also fill openings by hiring employee referrals and/or recruit applicants through newspaper advertisements.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (4.80)
 - Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (3.60)
- Skills:**
- Understanding written sentences and paragraphs in work related documents (4.00)
 - Finding ways to structure or classify multiple pieces of information (4.00)
 - Listening to what other people are saying and asking questions as appropriate (3.80)
- Abilities:**
- The ability to correctly follow a given rule or set of rules in order to arrange things or actions in a certain order. The things or actions can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations (4.00)
 - The ability to produce many rules so that each rule tells how to group (or combine) a set of things in a different way. (3.80)
 - The ability to bend, stretch, twist, or reach out with the body, arms, and/or legs (3.80)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Career Path for Stock Clerks – Stockroom, Warehouse, Storage Yard

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Stock Clerk Stock Clerks- Stockroom, Warehouse, or Storage Yard Short-term OJT \$11.10/hr	Salesperson or Sales Rep Sales Representatives, Wholesale and Manufacturing, Except Technical and Scientific Products Moderate-term OJT \$24.07/hr	Supervisor Sales Managers Bachelor + work exp \$41.45/hr	Warehouse Manager Storage and Distribution Managers Work experience \$30.30/hr
Stocker Stock Clerks, Sales Floor Short-term OJT \$11.10/hr	Grocery Checker	Assistant Manager First-Line Supervisors/Managers of Retail Sales Workers Work experience \$18.07/hr	Store Manager
Courtesy Clerk Packers and Packagers, Hand Short-term OJT \$8.22/hr			

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Stock Clerks- Stockroom, Warehouse, or Storage Yard	Short-term OJT	\$11.10
Library Assistants, Clerical	Short-term OJT	\$11.52
Driver/Sales Workers	Moderate-term OJT	\$12.17
Separating, Filtering, Clarifying, Precipitating, and Still Machine Setters, Operators, and Tenders	Moderate-term OJT	\$13.15
Weighers, Measurers, Checkers, and Samplers, Recordkeeping	Short-term OJT	\$13.21
Production Inspectors, Testers, Graders, Sorters, Samplers, Weighers	Work experience	\$13.27
Statement Clerks	Moderate-term OJT	\$14.04
Cargo and Freight Agents	Short-term OJT	\$16.80
Automatic Teller Machine Servicers	Post-secondary training	\$16.89
Septic Tank Servicers and Sewer Pipe Cleaners	Moderate-term OJT	\$17.54
Licensing Examiners and Inspectors	Work experience	\$22.28

Sources:

*Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
 California Employment Development Department OES Program (hourly wages for California)*

Career Dialogue with Chris Kane

What are some of the job titles you've held previously in this career field?

Installer of heating and air conditioning equipment, duct installer, duct cleaner.

What kind of work do you do in your current job and what do you do in a typical day?

I organize the shop and warehouse. I make sure we have an adequate supply of heating and air conditioning parts on hand for repairs in our parts room, and I stock new heating and air conditioning units as well. A typical day consists of inventory management, distributing parts and equipment to the repair crews, and placing orders to replenish supplies. I am also responsible for keeping the warehouse clean.

What was it that attracted you to this work?

I have always liked jobs that involved organization. Cleaning was also something that I enjoy. It was just a natural fit to work for this company. We clean and maintain HVAC equipment and do repairs. I like the fact that I get to manage the warehouse. It was a natural fit for me, organizing and managing the warehouse.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

Time management is important. A person should have good planning skills, be able to think ahead and anticipate what parts may be needed during a certain season. Inventory management skills are important as well. This job does require that someone be able to lift at least 50lbs. Basic computer skills are also required as we keep our inventory on the computer.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

A person should have good personal appearance, clean and neat. People skills are important, as you need to be able to work with drivers, installers, and a variety of people. For this particular industry a person should have a basic understanding of heating and air conditioning systems.

What is it that keeps you wanting to do this kind of work?

I like this job because it is low stress, I have a set schedule, and I work with minimal supervision.

What qualities make for an exceptional Stock Clerk?

I think a person needs to have exceptional people skills, and be very organized. Another key skill is time management. Someone needs to know how to prioritize their responsibilities, and make sure that all of the tasks are completed by the end of the day.

Systems Analysts – Electronic Data Processing

Also known as computer systems analysts.

Systems Analysts, Electronic Data Processing, analyze business, scientific, and technical problems for application to electronic data processing systems. Does not include persons working primarily as Engineers, Mathematicians, Programmers, or Scientists (OES 251020).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	—	—
New Hires/Exp'd:	\$11.99 - \$33.56/hr	\$23.35/hr
Exp'd/After 3 Years:	\$19.18 - \$40.00/hr	\$28.99/hr

Hours: Almost all jobs are 40 hours per week.

Benefits:	Paid by:	Employer		Shared		Employee	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance		■■■■	—	■■	—	□	—
Dental Insurance		■■■■	—	■■	—	□	—
Vision Insurance		■■■	—	■■	—	□	—
Life Insurance		■■■	—	■■	—	□	—
Sick Leave		■■■■■	—	■	—	□	—
Vacation		■■■■■	—	■	—	□	—
Retirement		■■	—	■■	—	□	—
Child Care		■■	—	□	—	□	—

■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Many employers require a bachelor degree for job entry. Some are willing to accept an associate degree.

Experience: Almost all employers require 1-5 years of prior experience. Many employers are willing to accept training as a substitute for experience.

Training: Most employers report that word processing and spreadsheet skills are important. Many also report that database skills are important. Refer to Computer Systems Analysts in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Large. There are approximately 1,445 – 1,765 computer systems analysts currently employed in the North Bay Counties. Local surveys indicate about 45% are female. Some jobs are union.

Employment Trends

The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 85-100 job openings are projected per year due to a net increase in occupation size. About 5-10 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of computing professionals is expected to increase much faster than average for all occupations through the 2008.

Other Information

Where the Jobs Are: Computer-related services, government agencies, and insurance companies. Nationally, about 8% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring employee referrals and/or and/or through internet job listings. Many also recruit applicants through newspaper advertisements.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (5.00)
 - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (4.00)
 - Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (3.83)
- Skills:**
- Understanding written sentences and paragraphs in work related documents (4.66)
 - Writing computer programs for various purposes (4.66)
 - Determining what is causing an operating error and deciding what to do about it (4.66)
- Abilities:**
- The ability to read and understand information and ideas presented in writing (4.83)
 - The ability to understand and organize a problem and then to select a mathematical method or formula to solve the problem (4.66)
 - The ability to communicate information and ideas in writing so others will understand (4.66)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Career Path for Systems Analysts – Electronic Data Processing

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Computer Service Tech Data Processing Equipment Repairers Post-secondary training \$16.89/hr	Systems Analyst Computer Systems Analysts Bachelor degree \$31.76/hr	Computer Engineer Computer Software Engineers, Systems Software Bachelor degree \$38.93/hr	Executive Management
Computer Network Technician Post-secondary training	Network Administrator Bachelor degree	IT Manager or Director Computer and Information Systems Managers Bachelor + work exp \$44.34/hr	
Customer Service Rep or Help Desk Tech Computer Support Specialists Work experience \$22.49/hr	Computer Programmer Computer Programmers Bachelor degree \$32.96/hr		

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Computer Operators	Post-secondary training	\$16.75
Medical and Clinical Laboratory Technologists	Bachelor degree	\$26.12
Computer Security Specialists	Bachelor degree	\$29.64
Database Administrators	Bachelor degree	\$29.97
Computer Systems Analysts	Bachelor degree	\$31.76
Computer Programmers	Bachelor degree	\$32.96
Physicists	Doctoral degree	\$38.88
Computer Software Engineers, Systems Software	Bachelor degree	\$38.93
Computer Software Engineers, Applications	Bachelor degree	\$39.47
Computer Hardware Engineers	Bachelor degree	\$39.67
Computer and Information Systems Managers	Bachelor + work exp	\$44.34

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Ryan Grant

What are some of the job titles you've held previously in this career field?

I actually broke into my computer career as an office clerk. It was in this position that I was able to learn and use office computer systems. My titles have ranged from office administrator, to consultant to my current title as financial systems analyst.

What kind of work do you do in your current job and what do you do in a typical day?

I work with accounting software and systems. I provide a lot of technical support on the telephone, work with individual customers and the errors they are encountering. I can provide assistance to a single person's desktop computer or a server for a company that causes an entire department to not be able to function. My day can go from not very stressful to extremely stressful in a matter of seconds. It can be a wide range of issues when the phone rings: anywhere from an accounting error all the way to a virus or a system issue.

What was it that attracted you to this work?

My dad started this company 18 years ago. From the time that I was a little kid I was around computers so I was exposed to technology at an early age. I played games, explored the Internet and gained an understanding of how computers worked; I explored what I could do to test them and also encountered what I shouldn't do that would cause a problem. I became computer literate and had an opportunity to work in the industry that I didn't think I could pass up in the current day and age.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

I think you need to be a people person and have the ability to work well with others; to get along and have the ability to interact. Patience is also extremely important, not everyone that you work with who calls with a problem is computer literate. The ability to stay current on new technology is also critical since the industry changes constantly.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

There are a lot of courses or certifications that you can take to become educated in the computer industry that are extremely valuable and in high demand right now. In my opinion, these current courses/certifications are the best way to enter into the computer industry. Office administration or business background and experience is also helpful, to provide you hands-on experience and training.

What is it that keeps you wanting to do this kind of work?

I enjoy working with computers; the possibilities are exciting and endless. I also find working with clients who need assistance and providing help to them and their systems is also very rewarding.

What qualities make for an exceptional Systems Analyst?

Patience, flexibility, and good communication skills are qualities that make for an exceptional Systems Analyst. Problem solving and the ability to trouble shoot are also key to being exceptional in this field.

Teachers - Elementary School

Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social, and other formative skills. Does not include Special Education Teachers who teach only handicapped pupils (OES 313050).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$12.00 - \$25.31/hr	\$17.16/hr
New Hires/Exp'd:	\$14.39 - \$21.37/hr	\$17.85/hr
Exp'd/After 3 Years:	\$15.00 - \$22.47/hr	\$19.18/hr

Wages for teachers are typically paid on an annual basis. For inexperienced new hires, salaries range from \$20,000 - \$36,000. For experienced new hires, salaries range from \$25,000 - \$39,000. For experienced employees after 3 years, salaries range from \$25,000 - \$45,000. Teachers typically work nine months per year.

Hours: Most jobs are 35-45 hours per week. Some jobs are 12-32 hours per week.

Benefits: EMPLOYER PAID: Most employers provide medical insurance and other benefits, including sick leave and dental insurance. Many also provide vision insurance and a retirement plan. Some provide life insurance and a vacation. SHARED COST: Some employers provide medical insurance. Many provide a retirement plan. Some also provide dental, vision, and life insurance. For part-time employees: Most employers provide medical insurance and dental insurance. Many also provide sick leave and a retirement plan. Some provide vision insurance and a vacation. A few provide life insurance.

Training, Experience, and Other Requirements

License:	Requirements vary, depending on the type of school. For public schools, contact the State Commission on Teacher Credentialing at 916-445-7254 for licensing information.
Education:	Almost all employers require a bachelor degree for job entry.
Experience:	Almost all employers do not require prior experience.
Training:	Many employers report that word processing skills are important. A few also report that spreadsheet skills are important. Refer to Teachers – Elementary School in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Very large. There are approximately 6,245 - 7,635 elementary school teachers currently employed in the North Bay Counties. Local surveys indicate about 80% are female. Almost all jobs are union.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2004. About 145-175 job openings are projected per year due to a net increase in occupation size. About 120-150 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, overall employment of kindergarten, elementary, and secondary school teachers is expected to increase about as fast as the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Public school districts and private schools. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring referrals from colleges and universities. Many fill openings by hiring employee referrals. Some recruit applicants through internet job listings. A few fill openings by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (5.00)
 - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (4.50)
 - Knowledge of human behavior and performance, mental processes, psychological research methods, and the assessment and treatment of behavioral and affective disorders (4.16)
- Skills:**
- Teaching others how to do something (4.83)
 - Talking to others to effectively convey information (4.66)
 - Using multiple approaches when learning or teaching new things (4.33)
- Abilities:**
- The ability to communicate information and ideas in speaking so others will understand (4.83)
 - The ability to speak clearly so that it is understandable to a listener (4.50)
 - The ability to read and understand information and ideas presented in writing (4.50)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 17 employers surveyed representing 500 employees in this occupation.

Career Path: Teachers - Elementary

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Instructional Aide Teacher Assistants Work experience \$21,775/yr	Student Teacher	Teacher - Elementary Elementary School Teachers, Except Special Education Masters degree \$48,150/yr	Instructional Coordinator Masters degree \$25.81/hr
			Vice Principal or Principal (Education Administrator) Masters + work exp \$82,301/yr
			Superintendent

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Chemistry Teachers, Postsecondary	Doctoral degree	—
Nursing Instructors and Teachers, Postsecondary	Masters degree	—
Preschool Teachers, Except Special Education	Post-secondary training	\$11.51
First-Line Supervisors, Customer Service	Work experience	\$18.07
Food Service Managers	Work experience	\$19.89
Farm and Home Management Advisors	Bachelor degree	\$20.79
Kindergarten Teachers, Except Special Education	Masters degree	\$22.60
Dietitians and Nutritionists	Bachelor degree	\$23.25
Elementary School Teachers, Except Special Education	Masters degree	\$24.08
Compensation, Benefits, and Job Analysis Specialists	Bachelor degree	\$25.11
Sales Managers	Bachelor + work exp	\$41.45

Sources:

*Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
 California Employment Development Department OES Program (hourly wages for California)*

Career Dialogue with Becky Malmgren

What is your job title?

Elementary teacher.

What type of work do you do?

I teach all subjects for fourth graders such as math, reading, language arts, social studies, science, physical education, health, and English.

What are the things that attracted you to this type of work?

I've always enjoyed learning and that attracted me to teaching. I am also a mom and I want to be at home with my children as much as I possibly can, so the summers off attract me to it as well. I like it when I teach something the children are able to learn; I love the way they light up and say, "Oh! I understand!"

What are the tasks that you perform at work (skills)?

We cooperate and share ideas, work on committees, and plan and prepare for the year's goals as well as the nine-week goals. We also work closely with the principal, the parents, and the community's people. We invite them into our classrooms to talk with the children about the careers they do and try to interest the children in their line of work.

If you were starting over to be an Elementary School Teacher, knowing what you know now, how would you better prepare yourself?

I feel I prepared myself fairly well. I volunteered in the schools before I became a teacher, had children in school, and volunteered in their classes. I became a PTO (Parent/Teacher Organization) mom and served on committees all the way up to PTO president. It helps to hold leadership positions in community affairs and I did that. I also took on leadership positions in my church that involves working with children. I really feel like I got my heels in from the ground up.

What keeps you wanting to do this type of work?

I absolutely love the children! They are so eager to learn and improve their skills and I feel I am able to help them accomplish that. It makes me feel successful. They trust you and look up to you and that helps me become a better role model for them. I also feel like I can relate to them. I think that they appreciate that and understand how I really care about them as people. I would encourage anyone who has any interest in children to go into this occupation.

What qualities, in your opinion, make a good Elementary School Teacher?

It's very important to be organized. You have to plan way ahead and yet you have to plan for the very next moment and the very next day as well. You need to be pleasant and outgoing, and I think it's good to be friendly and professional. When you're talking to parents, it is very important to make yourself approachable while maintaining a professional attitude.

Teachers - Preschool

Preschool Teachers instruct children (normally up to 5 years of age) in activities designed to promote social, physical, and intellectual growth needed for primary school in preschool, day care center, or other child development facility. May be required to hold State certification (OES 313030).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$6.00 - \$11.75/hr	\$8.50/hr
New Hires/Exp'd:	\$7.48 - \$12.85/hr	\$10.25/hr
Exp'd/After 3 Years:	\$8.15 - \$15.83/hr	\$12.00/hr

Hours: Many jobs are 35-40 hours per week. Many other jobs are 20-30 hours per week.

Benefits: EMPLOYER PAID: Some employers provide medical insurance. Many provide a vacation and sick leave. SHARED COST: Some employers provide medical insurance. For part-time employees: Some employers provide medical insurance and a vacation.

Training, Experience, and Other Requirements

License:	Required for this occupation. For public schools, contact the State Commission on Teacher Credentialing at 916-445-7254 for licensing information. For private schools, contact the California Department of Social Services at 707-588-5026 for licensing information.
Education:	Most employers require a high school diploma or equivalent for job entry.
Experience:	Most employers do not require prior experience.
Training:	A few employers report that word processing skills are important. Employers require completion of 6-12 units of Early Childhood Education (ECE). Refer to Teachers - Preschool in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is a very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Large. There are approximately 1,775 - 2,170 preschool teachers currently employed in the North Bay Counties. Local surveys indicate about 95% are female.

Employment Trends

The growth rate is projected to be the same as the average for all occupations through the year 2004. About 50-60 job openings are projected per year due to a net increase in occupation size. About 35-40 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of preschool teachers is projected to increase faster than the average for all occupations through the year 2008. In addition, many preschool teachers leave the occupation each year for other jobs, family responsibilities, or other reasons. High turnover, combined with job growth, is expected to create many job openings.

Other Information

Where the Jobs Are: Public school districts and private schools with pre-kindergarten programs. Nationally, about 2% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring employee referrals. Many fill openings by hiring referrals from colleges and universities.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (4.83)
 - Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.66)
 - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (4.16)
- Skills:**
- Talking to others to effectively convey information (4.50)
 - Using multiple approaches when learning or teaching new things (4.50)
 - Teaching others how to do something (4.50)
- Abilities:**
- The ability to communicate information and ideas in speaking so others will understand (4.83)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (4.50)
 - The ability to speak clearly so that it is understandable to a listener (4.33)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 16 employers surveyed representing 230 employees in this occupation.

Career Path: Teachers – Preschool

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Teacher Aide or Assistant Child Care Workers Post-secondary training \$9.18/hr	Preschool Teacher Preschool Teachers, Except Special Education Post-secondary training \$11.51/hr	Lead or Head Teacher	Assistant Director
			Director Education Administrators, Preschool and Child Care Bachelors + work exp \$20.92/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Art, Drama, and Music Teachers, Postsecondary	Doctoral degree	—
Umpires, Referees, and Other Sports Officials	Long-term OJT	—
Teacher Assistants	Work experience	—
Locker Room, Coatroom, and Dressing Room Attendants	Short-term OJT	\$8.82
Preschool Teachers, Except Special Education	Post-secondary training	\$11.51
Secretaries, Except Legal, Medical, and Executive	Post-secondary training	\$14.34
Kindergarten Teachers, Except Special Education	Masters degree	\$22.60
Elementary School Teachers, Except Special Education	Masters degree	\$24.08
Librarians	Masters degree	\$24.08
Sheriffs and Deputy Sheriffs	Moderate-term OJT	\$25.82
Police Detectives	Work experience	\$29.09

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)

California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Xochil Gomes

What is your job title?

I'm director of a pre-school program and a pre-school teacher.

What kind of work do you do?

My job involves supervising children, setting up curriculum, charging fees, planning field trips, hiring support staff, and creating an academic environment for the children. There are lots of hands-on type activities.

What are the things that attracted you to this type of work?

I've always loved children. I wanted to get into a field where I could be around my own children or at least involved in what they were doing and pre-school seemed to be just that. Of course, there's the attractive teacher's hours and vacations, but most of all the children are great. They never arrive in bad moods and they're always happy and uplifting.

What kind of things do you do at work (skills)?

We use a lot of academic and social skills. We have to be extremely nurturing with the children while we teach them the basic concepts like the alphabet, colors, and numbers. Believe it or not, the children are even potty trained in our classroom.

If you were starting over to be a pre-school teacher, knowing what you know now, how would you better prepare yourself?

I'd volunteer a lot at a children's school or anywhere else there were children. What happens to a lot of people is that they go into a career they have romanticized. But not until you work with the children do you know what it entails. They would also really need to take child development because they need to understand children, how they develop, and what makes them tick. It really does train you. You should also know some children's music, children's activities, and games.

What keeps you wanting to do this type of work?

I think I really have a love for children, I mean a unique love for them. I've always enjoyed working with children since I was a little girl. I feel that I can relate to and bond with the children, and I like that. I like that the children listen when I read and also how they get excited about learning. I think that my job is interesting, it's challenging, every day is different, every year is different, and my children are always changing. Each child comes in with a different set of values or a different upbringing. I love it. I really do. I enjoy the fact that I learn from them and they learn from me.

What qualities make an exceptional pre-school teacher?

Patience. You have to be a patient person. If you're the type of person that loses your temper because someone just cut you off in traffic, you cannot go into pre-school. If you need things done extremely fast, do not go into pre-school. If you get upset when things are spilled, dropped, or not done correctly, don't go into pre-school work. It requires a lot of energy and a lot of enthusiasm. You just have to be enthusiastic about what you're doing or the children will find you boring.

Teachers - Secondary School

Secondary School Teachers instruct students in public or private high schools in one or more subjects, such as English, mathematics, or social studies. Includes vocational high school teachers. Does not include Special Education Teachers who teach only students with disabilities (OES 313080).

Wages and Benefits

	Union	Median	Non-Union	Median
New Hires/Inexp'd:	\$12.27 - \$22.78/hr	\$16.30/hr	\$12.00 - \$26.85/hr	\$15.19/hr
New Hires/Exp'd:	\$12.27 - \$24.04/hr	\$18.03/hr	\$12.50 - \$18.08/hr	\$15.98/hr
Exp'd/After 3 Years:	\$12.27 - \$30.56/hr	\$19.95/hr	\$16.00 - \$19.18/hr	\$17.26/hr

Wages for teachers are typically paid on an annual basis. For inexperienced new hires, salaries range from \$25,000 - \$34,000. For experienced new hires, salaries range from \$26,000 - \$36,000. For experienced employees after 3 years, salaries range from \$30,000 - \$51,000. Teachers typically work nine months per year.

Hours: Most jobs are 35-40 hours per week. Some jobs are 15-26 hours per week.

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Of the employers surveyed, all report that they provide sick leave. Most provide a retirement plan. Many also provide dental, vision, and life insurance. Some provide a vacation. SHARED COST: Many employers provide medical insurance and dental insurance. Some also provide vision insurance, a retirement plan, and life insurance. For part-time employees: Most employers provide medical insurance and other benefits, including sick leave, dental insurance, and a retirement plan. Many also provide vision and life insurance.

Training, Experience, and Other Requirements

License:	Requirements vary, depending on the type of school. For public schools, contact the State Commission on Teacher Credentialing at 916-445-7254 for licensing information.
Education:	Most employers require a bachelor degree for job entry. Some require a graduate degree.
Experience:	Almost all employers do not require prior experience.
Training:	Some employers report that word processing skills are important. Refer to Teachers – Secondary School in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a **good outlook** for job seekers without prior experience, and a **very good outlook** for those who are fully experienced. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Very large. There are approximately 4,570 - 5,585 secondary school teachers currently employed in the North Bay Counties. Local surveys indicate about 60% are female. Most jobs are union.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2004. About 155-190 job openings are projected per year due to a net increase in occupation size. About 140-170 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, overall employment of kindergarten, elementary, and secondary school teachers is expected to increase about as fast as the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Public school districts and private schools. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from colleges and universities. Many fill openings by hiring employee referrals. Some recruit applicants through internet job listings. Some also fill openings by hiring unsolicited applicants and/or fill openings by hiring referrals from employment agencies.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (5.00)
 - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (4.16)
 - Knowledge of information and techniques needed to rehabilitate physical and mental ailments and to provide career guidance including alternative treatments, rehabilitation equipment and its proper use, and methods to evaluate treatment effects (3.16)
- Skills:**
- Talking to others to effectively convey information (4.83)
 - Teaching others how to do something (4.83)
 - Using multiple approaches when learning or teaching new things (4.66)
- Abilities:**
- The ability to communicate information and ideas in speaking so others will understand (4.80)
 - The ability to communicate information and ideas in writing so others will understand (4.40)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (4.40)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2000: 15 employers surveyed representing 1,933 employees in this occupation.

Career Path: Teachers - Secondary School

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Instructional Aide Teacher Assistants Work experience \$21,775/yr	Student Teacher	Teacher - Secondary Secondary School Teachers, Except Special and Vocational Education Masters degree \$51,736/yr	Instructional Coordinator Masters degree \$25.81/hr
			Vice Principal or Principal Education Administrator Masters + work exp \$82,301/yr
			Superintendent

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Health Educators	Bachelor degree	\$19.93
Middle School Teachers, Except Special and Vocational Education	Masters degree	\$24.40
Special Education Teachers, Middle School	Masters degree	\$25.08
Special Education Teachers, Preschool, Kindergarten, and Elementary School	Masters degree	\$25.64
Secondary School Teachers, Except Special and Vocational Education	Masters degree	\$25.87
Vocational Education Teachers, Middle School	Bachelor degree	\$25.87
Special Education Teachers, Secondary School	Masters degree	\$27.02
Vocational Education Teachers, Secondary School	Bachelor degree	\$27.63
History Teachers, Postsecondary	Doctoral degree	\$32.50
Sociology Teachers, Postsecondary	Doctoral degree	\$35.67
Health Specialties Teachers, Postsecondary	Doctoral degree	\$41.27

Sources:

*Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
 California Employment Development Department OES Program (hourly wages for California)*

Career Dialogue with John Abigana

What is your job title?

Music educator.

What kind of work do you do?

I primarily educate secondary students in the area of music. In my case it's instrumental music so I have two periods of band, one period of Jazz band, I have one period of guitar, and one period of Advanced Placement Music Theory which is more of a college prep class.

What are the things that attracted you to this type of work?

My fifth grade music teacher. That's when I made the decision; it was just something that clicked in me, that I knew I was going to be doing this for the rest of my life.

What kind of things do you do at work (skills)?

On a daily basis, well, I use the computer a lot. Primarily it's database duties, but there's a lot of letter writing and word processing. There's music and recording software that we also use; we do a lot of that. That's outside of the actual teaching of the music but that's how the day goes, essentially. I spend a lot of time on the planning of what I'm going to do, how I'm going to approach a particular problem or subject, and then going for it.

If you were starting over to be a secondary school teacher, knowing what you know now, how would you better prepare yourself?

Obviously the musical standpoint is number one. The other part of it would be to cultivate a strong sense of personal commitment. Sometimes people go into this field, I see it a lot in the younger teachers, and don't realize how much of a personal commitment the job's going to be or how it could create problems in their personal relationships, e.g. wives, husbands, kids. There's going to be a lot of hours, a lot of 12-14 hour days, too, and people should be prepared for that.

What keeps you wanting to do this type of work?

The kids. I've been doing this for 26 years.

What qualities make an exceptional secondary school teacher?

Especially nowadays, you have to take on the role of guidance counselor, and not just (music) teacher; sometimes that actually becomes secondary. We have a lot of outside groups come in, but you know, the kids will listen to their main teacher a lot more, and so guidance counseling is one of the main abilities you should have. Sometimes you may even take on a parental role. Sometimes you take on the role of nurse, an advisor, or a friend, so you should be able to change gears easily in this respect. You also have to be well aware of what's going on and know what's out there because frankly, I don't think I'd make it through high school if I had all the stuff that kids had to go through. And finally, you really have to like the kids.

Telecommunications Technicians

Includes line and equipment installers. Also includes electricians who specialize in telecommunications systems.

Telecommunications Technicians provide for day-to-day operations and technical oversight of assigned telecommunications systems, services and facilities. They perform a range of telecommunication technical support functions. They trouble shoot systems, and may analyze and evaluate technological changes and innovations, or determine feasibility or emerging technologies (Modified DOT 003.061-998).

Wages and Benefits

	Union	Median	Non-Union	Median
New Hires/Inexp'd:	\$12.00 - \$12.83/hr	\$12.50/hr	\$8.00 - \$30.68/hr	\$11.26/hr
New Hires/Exp'd:	\$12.00 - \$34.00/hr	\$17.00/hr	\$10.00 - \$38.36/hr	\$17.16/hr
Exp'd/After 3 Years:	\$18.00 - \$34.00/hr	\$26.55/hr	\$15.00 - \$38.36/hr	\$21.40/hr

Hours: Almost all jobs are 40 hours per week.

Benefits:	Paid by:	Employer		Shared		Employee	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance		■■■■	—	■■	—	□	—
Dental Insurance		■■■■	—	■■	—	□	—
Vision Insurance		■■■	—	■	—	■	—
Life Insurance		■■	—	■	—	■	—
Sick Leave		■■■■	—	□	—	□	—
Vacation		■■■■	—	□	—	□	—
Retirement		■■	—	■	—	□	—
Child Care		■	—	□	—	□	—

■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)
 □ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Almost all employers require a high school diploma or equivalent for job entry.

Experience: Many employers require or prefer 1-5 years of prior experience. Many employers are willing to accept training as a substitute for experience.

Training: Many employers report that word processing skills are important. Some also report that spreadsheet skills are important. Refer to Telecommunications Technicians in the Occupation-Training Index for information on related training programs.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
 CCOIS survey data collected in 2001: 15 employers surveyed representing 203 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is very difficult to find inexperienced but qualified applicants, and moderately difficult to find qualified applicants with prior experience. This indicates a **very good outlook** for job seekers without prior experience, and a **good outlook** for those who are fully experienced. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Small. There are approximately 200-250 telecommunications technicians currently employed in the North Bay Counties. Local surveys indicate about 5% are female. Most jobs are union.

Employment Trends

Insufficient data; however, most employers surveyed expect their employment for this occupation to grow. Insufficient data to estimate separations (workers retiring or leaving the occupation). Nationwide, employment of telecommunications equipment mechanics, installers, and repairers is expected to grow about as fast as the average for all occupations through 2008.

Other Information

Where the Jobs Are: Telephone/cable communications companies and specialty electrical contractors. Nationally, about 6% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring employee referrals. Many also recruit applicants through newspaper advertisements.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems (4.16)
 - Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (3.00)
 - Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (2.83)
- Skills:**
- Installing equipment, machines, wiring, or programs to meet specifications (4.83)
 - Repairing machines or systems using the needed tools (4.66)
 - Determining what is causing an operating error and deciding what to do about it (4.50)
- Abilities:**
- The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (3.80)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (3.60)
 - The ability to quickly and repeatedly make precise adjustments in moving the controls of a machine or vehicle to exact positions (3.60)

Career Path for Telecommunications Technicians

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Apprentice or Helper	Technician – Journey Level	Senior Technician Communication Equipment Mechanics, Installers, and Repairers Post-secondary training \$21.09/hr	Communications Analyst Network Systems and Data Communications Analysts Bachelor degree \$32.52/hr
Telecommunications Technician – Junior Level Telecommunications Line Installers and Repairers Long-term OJT \$20.32/hr		Supervisor or Foreman First-Line Supervisors/Managers of Mechanics, Installers, and Repairers Work experience \$25.88/hr	Communications Engineer Computer Software Engineers, Systems Software Bachelor degree \$38.93/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Coil Winders, Tapers, and Finishers	Short-term OJT	\$9.65
Electrical and Electronic Equipment Assemblers	Post-secondary training	\$11.90
Printing Press Machine Operators and Tenders	Long-term OJT	\$14.60
Automotive Glass Installers and Repairers	Long-term OJT	\$14.73
Electric Home Appliance and Power Tool Repairers	Long-term OJT	\$17.92
Refrigeration Mechanics	Long-term OJT	\$18.82
Heating and Air Conditioning Mechanics	Long-term OJT	\$18.82
Telecommunications Line Installers and Repairers	Long-term OJT	\$20.32
Station Installers and Repairers, Telephone	Post-secondary training	\$20.32
Communication Equipment Mechanics, Installers, and Repairers	Post-secondary training	\$21.09
Electrical and Electronics Repairers, Powerhouse, Substation, and Relay	Long-term OJT	\$22.67

Sources:

*Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)*

Career Dialogue with Eric Parks

What are some of the job titles you've held previously in this career field?

I have been an automotive mechanic, a line mechanic that dealt with automotive electrical and electronic systems. I have also installed light bars, radios, and other equipment on emergency vehicles.

What kind of work do you do in your current job and what do you do in a typical day?

I administer the voice mail system, which includes adding voice mailboxes. I install and maintain phones, phone lines, and data and networking connections. I also install and maintain alarm systems, P.A. systems, closed circuit TV, cable TV, two-way radio, and microwave communication systems. My typical day involves installing, repairing, configuring, troubleshooting any of the systems that I mentioned.

What was it that attracted you to this work?

I was very interested in working hands-on in the electronics field. I like the challenge of learning new and evolving technology. There is always something fresh and new to do.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

You need a good foundation in electronics, knowing how components work together. For this particular job you work with a lot of people, end-users and such. As a result you need to have good people and communication skills. You need to be able to trouble shoot system problems. This again is where your people skills come in. You need to be able to decipher the user's description of a problem into technical terms and vice-versa. Communication skills are a key part of this.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

I would recommend that they obtain an electronics background at a community college, or private school. I would also recommend that they focus on telephony, IT, and computer applications. I would also advise that someone get hands on experience in any background where electronics is involved. Automotive worked for me, but it could be anything where electronics is involved.

What is it that keeps you wanting to do this kind of work?

The pay is good. The technology is always changing, so I need to learn new things. I like the different phases of this job, installation, repairing, replacing, there is always something new to do.

What qualities make for an exceptional Telecommunications Technician?

I think you need the ability to think abstractly. Think beyond the obvious. The answer to a problem is not always cut and dry, so you need to be able to think outside the box, and then convert that into practical diagnosis and repairs. The second most important quality is the ability to deal with people, personalities, and their demands.

Tellers

Also known as customer service representatives.

Tellers receive and pay out money, and keep records of money and negotiable instruments involved in various financial institutions' transactions (OES 531020).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$7.00 - \$10.50/hr	\$8.50/hr
New Hires/Exp'd:	\$8.00 - \$12.66/hr	\$10.00/hr
Exp'd/After 3 Years:	\$9.50 - \$15.00/hr	\$12.37/hr

Some tellers may also receive bonuses.

Hours: Most jobs are 35-40 hours per week. Some jobs are 17-35 hours per week.

Benefits:	Paid by:	Employer		Shared		Employee	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance		■■■	■■	■■■	■■	□	□
Dental Insurance		■■■■	■■	■■	■■	□	□
Vision Insurance		■■■	■■	■■	■■	■	■
Life Insurance		■■■	■■	■■	■■	□	□
Sick Leave		■■■■■	■■■	□	□	□	□
Vacation		■■■■■	■■■	□	□	□	□
Retirement		■■■	■■	■■■	■■	□	□
Child Care		■	■	□	□	□	■

■■■■■ = All (100%) ■■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Almost all employers require a high school diploma or equivalent for job entry.

Experience: Many employers do not require prior experience. Many other employers require or prefer 6-24 months of prior experience. Some employers are willing to accept training as a substitute for experience.

Training: Some employers report that word processing and spreadsheet skills are important. Refer to Bank Tellers in the Occupation-Training Index for information on related training programs.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2001: 15 employers surveyed representing 125 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a **good outlook** for job seekers without prior experience, and a **very good outlook** for those who are fully experienced. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Large. There are approximately 2,445 – 2,990 tellers currently employed in the North Bay Counties. Local surveys indicate about 80% are female.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2004. About 50-60 job openings are projected per year due to a net increase in occupation size. About 130-160 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of bank tellers is expected to decline through 2008.

Other Information

Where the Jobs Are: Banks, savings and loan institutions, and credit unions. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring unsolicited applicants and/or recruit applicants through newspaper advertisements. Many also fill openings by hiring employee referrals.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (4.66)
 - Knowledge of economic and accounting principles and practices, the financial markets, banking, and the analysis and reporting of financial data (4.50)
 - Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (4.16)
- Skills:**
- Using mathematics to solve problems (4.83)
 - Actively looking for ways to help people (3.83)
 - Talking to others to effectively convey information (3.66)
- Abilities:**
- The ability to add, subtract, multiply, or divide quickly and correctly (4.83)
 - The ability to speak clearly so that it is understandable to a listener (4.33)
 - The ability to communicate information and ideas in speaking so others will understand (4.33)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Career Path for Tellers

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Teller – Limited Transaction Moderate-term OJT \$10.52/hr	Teller – Full Service	Senior or Lead Teller	Supervisor First-Line Supervisors, Customer Service Work experience \$21.85/hr
Cashier Cashiers Short-term OJT \$9.08/hr		Customer Service or New Account Rep New Accounts Clerks Work experience \$13.35/hr	Loan Officer Bachelor degree \$26.65/hr
			Manager Trainee

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Gaming and Sports Book Writers and Runners	Short-term OJT	\$7.57
Cashiers	Short-term OJT	\$9.08
Gaming Dealers	Short-term OJT	\$9.65
Tellers	Moderate-term OJT	\$10.52
Receptionists and Information Clerks	Short-term OJT	\$11.31
Office Clerks, General	Post-secondary training	\$12.18
Reservation and Transportation Ticket Agents	Short-term OJT	\$13.08
Billing, Cost, and Rate Clerks	Moderate-term OJT	\$14.04
Customer Service Representatives, Utilities	Short-term OJT	\$15.03
Bookkeeping, Accounting, and Auditing Clerks	Moderate-term OJT	\$15.31
Loan Interviewers and Clerks	Short-term OJT	\$15.74

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Andre Gardiner

What are some of the job titles you've held previously in this career field?

I started out in this field by working as a bookkeeper, which gave me the exposure to handling money and then I moved into an entry-level position as a teller.

What kind of work do you do in your current job and what do you do in a typical day?

A typical day includes counting the cash drawer; receive the transactions from the customers, take payments and deposits, cashing checks and to making sure that my cash drawer balances at the end of the day.

What was it that attracted you to this work?

I think teller is a good entry-level position and gives you exposure to the world of banking and money. If you are good at what you do, you are able to progress into many different areas of the bank and it also gives you a good background to go into other fields.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

I think good math skills are important as well as common sense, and people skills. When you are handling people's finances, you are required to have a whole different level of customer service. People can be very sensitive about their money and you need to be able to show sensitivity.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

You need to have a basic understanding of money and transactions. One way a person might prepare for an entry level position is to work as a store clerk or in some type of sales position. Basic Finance 101 is important to know the basic training and tools for the work.

What is it that keeps you wanting to do this kind of work?

I think the work is fun and challenging. This position allows for movement into other positions in banking and is a good beginning to the world of finance. The job also allows for flexibility of hours and even part-time work.

What qualities make for an exceptional Teller?

To be an exceptional Teller you need to be friendly, organized, detailed and poised under fire. You need basic financial skills and some financial savvy to be exceptional.

Traffic, Shipping, and Receiving Clerks

Traffic, Shipping, and Receiving Clerks verify and keep records on incoming and outgoing shipments and prepare items for shipment. Duties include assembling, addressing, stamping, and shipping merchandise or material; receiving, unpacking, verifying, and recording incoming merchandise or material; and arranging for the transportation of products. Does not include Stock Clerks, and workers whose primary duties involve weighing and checking (OES 580280).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$6.25 - \$10.00/hr	\$8.88/hr
New Hires/Exp'd:	\$6.25 - \$12.00/hr	\$10.00/hr
Exp'd/After 3 Years:	\$6.75 - \$16.30/hr	\$12.00/hr

Hours: Almost all jobs are 40-55 hours per week. A few jobs are 24-30 hours per week.

Benefits:	Paid by:	Employer		Shared		Employee	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance		■■■	■	■■■	■	■	□
Dental Insurance		■■	■	■■■	■	■	□
Vision Insurance		■■	■	■■	■	■	□
Life Insurance		■■	■	■	□	■	□
Sick Leave		■■■■	■	□	□	■	□
Vacation		■■■■■	■■	□	□	■	□
Retirement		■■■	■■	■■	□	■	□
Child Care		■	□	■	□	■	□

■■■■■ = All (100%) ■■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Most employers require a high school diploma or equivalent for job entry. Some are willing to accept less than a high school level education.

Experience: Most employers do not require prior experience.

Training: Some employers report that spreadsheet and database skills are important. Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a **good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Very Large. There are approximately 3,145 – 3,845 shipping, receiving, and traffic clerks currently employed in the North Bay Counties. Local surveys indicate about 40% are female.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2004. About 55-70 job openings are projected per year due to a net increase in occupation size. About 50-60 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of shipping, receiving, and traffic clerks is expected to grow more slowly than the average for all occupations through 2008.

Other Information

Where the Jobs Are: Wholesalers and manufacturers, trucking and warehousing, food processing, large retailers, and the U.S. Postal Service. Nationally, less than 1% are self-employed.

Methods Used to Fill Job Openings: Many employers recruit applicants through newspaper advertisements, fill openings by hiring employee referrals, through in-house promotion or transfer, and/or by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including their relative costs, advantages, and limitations (4.20)
 - Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (3.60)
 - Knowledge of inputs, outputs, raw materials, waste, quality control, costs, and techniques for maximizing the manufacture and distribution of goods (3.60)
- Skills:**
- Identifying the nature of problems (4.50)
 - Using mathematics to solve problems (4.50)
 - Communicating effectively with others in writing as indicated by the needs of the audience (4.16)
- Abilities:**
- The ability to read and understand information and ideas presented in writing (3.80)
 - The ability to communicate information and ideas in writing so others will understand (3.80)
 - The ability to communicate information and ideas in speaking so others will understand (3.60)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Career Path for Traffic, Shipping, and Receiving Clerks

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Stock Clerk Stock Clerks- Stockroom, Warehouse, or Storage Yard Short-term OJT \$11.10/hr	Shipping/Receiving Clerk Shipping, Receiving, and Traffic Clerks Short-term OJT \$11.58/hr	Supervisor First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand Work experience \$20.06/hr	Manager Storage and Distribution Managers Work experience \$30.30/hr
Cashier Cashiers Short-term OJT \$9.08/hr	Forklift Operator Industrial Truck and Tractor Operators Short-term OJT \$13.53/hr		Sales Rep
	Shipping Agent Cargo and Freight Agents Short-term OJT \$16.80/hr		

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Mail Clerks, Except Mail Machine Operators and Postal Service	Short-term OJT	\$10.67
Shipping, Receiving, and Traffic Clerks	Short-term OJT	\$11.58
Chemical Equipment Controllers and Operators	Moderate-term OJT	\$14.74
Production, Planning, and Expediting Clerks	Short-term OJT	\$16.63
First-Line Supervisors and Manager/Supervisors - Animal Care Workers, Except Livestock	Work experience	\$17.03
Exhibit Designers	Bachelor degree	\$21.46
First-Line Supervisors/Managers of Transportation and Material-Moving Machine and Vehicle Operators	Work experience	\$23.64
Freight Inspectors	Work experience	\$25.75
Marine Engineers	Bachelor degree	\$27.49
Fashion Designers	Bachelor degree	\$27.73
Physical Therapists	Masters degree	\$31.68

Sources:

*Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
 California Employment Development Department OES Program (hourly wages for California)*

Career Dialogue with Hillary Butts

What are some of the job titles you've held previously in this career field?

I have been a receiving manager and I am currently a processing center manager.

What kind of work do you do in your current job and what do you do in a typical day?

I have at least four or five people who work underneath me, and I delegate their work. We receive distribution trucks from the main distribution warehouse each day. These trucks are sealed and scanned at the warehouse as the materials are going on the truck; we need to make sure that the seals are not tampered with upon arrival. The first thing we do is set up for the truck. Upon arrival, we call each department back to help unload the truck. All of the merchandise comes on one truck and it is all processed. It is palletized as it comes off the truck by department so the crew at night can take it out to the floor and fill it. After the truck is unloaded, the rest of the day is dealing with the other delivery trucks that come in. Those deliveries need to be manually scanned in and audited for the contents. We make sure that the stock rooms are straight and put merchandise away that the night crew doesn't put away. For outgoing merchandise, we need to make sure that the correct paperwork is attached and it is shipped in the proper way.

What was it that attracted you to this work?

This position is a higher paid position than my previous position and there are a lot of responsibilities, which I enjoy. It is a fast paced job and there is never a dull moment.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

You need to be organized when you are dealing with a huge amount of freight and volume that comes through the store. In my opinion, you need to have good communication skills because you have to be able to project what you want. You need to be able to work well with others and work as a team. You need to be thorough yet quick when unloading freight. You also need strength and endurance in order to do this work.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

I think the best thing to do to prepare yourself for this job is to work in different areas of the store or business.

What is it that keeps you wanting to do this kind of work?

I continue to do this work because it changes every day, it is never the same thing. It keeps you fit and keeps your heart pumping. It is very challenging; you are always under the gun.

What qualities make for an exceptional Traffic, Shipping and Receiving Clerk?

Integrity and tolerance are extremely important, as well as trustworthiness in being an exceptional traffic, shipping and receiving clerk. Being a good mentor, trainer and teacher are valuable qualities in order to communicate with line staff and it is also useful to have the savvy to communicate well with management staff, since often you have to be the go-between. Lastly I think to be exceptional you must be organized and efficient.

Travel Agents

Also known as travel consultants.

Travel Agents plan entire trips for customers of their travel agency. Their duties include determining destinations, modes of transportation, travel dates, costs, accommodations required, and planning, describing, or selling itinerary package tours. Travel agents may specialize in foreign or domestic service, individual or group travel, specific geographical area, airplane charters, or package tours (OES 430210).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$6.25 - \$14.38/hr	\$9.50/hr
New Hires/Exp'd:	\$7.50 - \$16.00/hr	\$11.00/hr
Exp'd/After 3 Years:	\$9.50 - \$26.00/hr	\$13.12/hr

Some travel agents may receive commissions or bonuses.

Hours: Most jobs are 38-40 hours per week. Some jobs are 8-39 hours per week.

Benefits: Paid by:	Employer		Shared		Employee	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance	■ ■	■	■ ■	□	■	■
Dental Insurance	■ ■	□	□	□	■	■
Vision Insurance	■ ■	□	□	□	□	□
Life Insurance	■ ■	■	□	□	■	□
Sick Leave	■ ■ ■ ■	■	□	□	■	■
Vacation	■ ■ ■ ■	■	□	□	■	■
Retirement	■	□	■	■	■	□
Child Care	□	□	□	□	□	□

■ ■ ■ ■ ■ = All (100%) ■ ■ ■ ■ = Almost All (80-99%) ■ ■ ■ = Most (60-79%) ■ ■ ■ = Many (40-59%) ■ ■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Almost all employers require a high school diploma or equivalent for job entry.

Experience: Most employers require or prefer 1-3 years of prior experience. Many employers are willing to accept training as a substitute for experience. Some employers do not require prior experience.

Training: Most employers report that word processing skills are important. Some report that spreadsheet skills are important. Many employers require completion of a certificate training program. Refer to Travel Agents in the Occupation-Training Index for information on related training programs.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2001: 15 employers surveyed representing 115 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a **good outlook** for job seekers without prior experience, and a **very good outlook** for those who are fully experienced. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Small. There are approximately 630-770 travel agents currently employed in the North Bay Counties. Local surveys indicate about 90% are female.

Employment Trends

The growth rate is projected to be the same as the average for all occupations through the year 2004. About 15-25 job openings are projected per year due to a net increase in occupation size. About 10-15 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of travel agents is expected to grow about as fast as the average for all occupations through 2008.

Other Information

Where the Jobs Are: Travel agencies. Nationally, about 6% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring employee referrals and/or recruit applicants through newspaper advertisements. Many also fill openings by hiring unsolicited applicants,

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.66)
 - Knowledge of various methods for describing the location and distribution of land, sea, and air masses including their physical locations, relationships, and characteristics (4.66)
 - Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including their relative costs, advantages, and limitations (4.50)
- Skills:**
- Adjusting actions in relation to others' actions (4.00)
 - Talking to others to effectively convey information (4.00)
 - Actively looking for ways to help people (4.00)
- Abilities:**
- The ability to communicate information and ideas in speaking so others will understand (4.60)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (4.20)
 - The ability to read and understand information and ideas presented in writing (3.40)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

*Source: O*NET Database version 3.0*

Career Path for Travel Agents

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Reservation Clerk/Receptionist Reservation and Transportation Ticket Agents Short-term OJT \$13.08/hr	Travel Agent or Consultant Post-secondary training \$13.83/hr	Office Manager First-Line Supervisors, Customer Service Work experience \$21.85/hr	Travel Agency Owner
Travel Clerk Short-term OJT \$13.08/hr			Tour/Travel Guide Tour Guides and Escorts Work experience \$11.34/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Hotel, Motel, and Resort Desk Clerks	Short-term OJT	\$9.28
Travel Clerks	Short-term OJT	\$13.08
Credit Authorizers	Short-term OJT	\$13.72
Travel Agents	Post-secondary training	\$13.83
Bill and Account Collectors	Moderate-term OJT	\$14.57
Interviewers, Except Eligibility and Loan	Short-term OJT	\$14.74
Procurement Clerks	Short-term OJT	\$15.85
Paralegals and Legal Assistants	Associate degree	\$22.41
Employment Interviewers, Private or Public Employment Service	Associate degree	\$25.23
Insurance Sales Agents	Bachelor degree	\$26.11
Sales Representatives, Agricultural	Moderate-term OJT	\$31.81

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Linda Gallagher

What are some of the job titles you've held previously in this career field?

I have been a travel agent for 13 years.

What kind of work do you do in your current job and what do you do in a typical day?

In a typical day I check on my client's schedules, make telephone calls, handle changes and questions relating to travel, take payments and check payments due. Research fares, including, air, hotels, train and car rentals. The fares are constantly changing so I need to make sure that I am constantly aware of the new rates, schedules, etc.

What was it that attracted you to this work?

I was very interested in travel and thought it would be a nice industry to work in. I attended the Western School of Travel and began my career.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

I think it is important to be friendly and truthful. The clients need to know that they can trust you with their travel arrangements. You need basic math skills; you need to be organized and efficient.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

I would recommend travel agent school as the best way to enter into this field. I had very little travel experience prior to this job, but since I have been working here, I have been able to travel and learn about the industry.

What is it that keeps you wanting to do this kind of work?

I love it! It is always changing and very interesting. I enjoy the people and meeting their travel needs.

What qualities make for an exceptional Travel Agent?

A travel agent needs to be extremely friendly, outgoing, assertive and overall TRUTHFUL. If you want your clients to come back they need to be able to trust you and your ability to make their travel plans successfully.

Truck Drivers – Heavy or Tractor Trailer

Heavy or Tractor Trailer Truck Drivers drive tractor-trailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, livestock, or materials in liquid, loose or packaged form. They may be required to unload trucks (OES 971020).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$11.99 - \$17.33/hr	\$12.00/hr
New Hires/Exp'd:	\$8.57 - \$17.00/hr	\$14.00/hr
Exp'd/After 3 Years:	\$11.43 - \$22.00/hr	\$17.26/hr

Hours: Almost all jobs are 40-70 hours per week.

Benefits:	Paid by:	Employer		Shared		Employee	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance		■■■■	—	■	—	□	—
Dental Insurance		■■■■	—	■	—	□	—
Vision Insurance		■■■	—	■	—	□	—
Life Insurance		■■	—	■	—	□	—
Sick Leave		■■■	—	□	—	□	—
Vacation		■■■■■	—	□	—	□	—
Retirement		■■	—	■■	—	■	—
Child Care		□	—	□	—	□	—

■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: A commercial drivers license is required for this occupation, although some employers provide the necessary training and preparation to acquire the license; contact the Department of Motor Vehicles Commercial Driving License Office at 916-657-5771 for licensing information.

Education: Most employers require a high school diploma or equivalent for job entry. Many are willing to accept less than a high school level education.

Experience: Almost all employers require or prefer 6-36 months of prior experience. Some employers are willing to accept training as a substitute for experience.

Training: Many employers require technical or vocational training prior to employment. Refer to Truck Drivers – Heavy/Tractor Trailer in the Occupation-Training Index for information on related training programs.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Very large. There are approximately 3,815 – 4,665 heavy truck drivers currently employed in the North Bay Counties. Local surveys indicate less than 5% are female. Some jobs are union.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2004. About 120-150 job openings are projected per year due to a net increase in occupation size. About 50-65 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of truckdrivers is expected to increase about as fast as the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Trucking firms, wholesalers, and food/beverage distributors. Nationally, about 8% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring employee referrals and/or by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including their relative costs, advantages, and limitations (4.66)
 - Knowledge of various methods for describing the location and distribution of land, sea, and air masses including their physical locations, relationships, and characteristics (3.83)
 - Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (3.16)
- Skills:**
- Controlling operations of equipment or systems (3.33)
 - Performing routine maintenance and determining when and what kind of maintenance is needed (2.83)
 - Watching gauges, dials, or other indicators to make sure a machine is working properly (2.50)
- Abilities:**
- The ability to exert maximum muscle force to lift, push, pull, or carry objects (4.33)
 - The ability to quickly respond (with the hand, finger, or foot) to one signal (sound, light, picture, etc.) when it appears (4.16)
 - The ability to know one's location in relation to the environment, or to know where other objects are in relation to one's self (4.16)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

Source: O*NET Database version 3.0

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2001: 15 employers surveyed representing 544 employees in this occupation.

Career Path for Truck Drivers – Heavy or Tractor Trailer

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Helper or Laborer Freight, Stock, and Material Movers, Hand Short-term OJT \$10.09/hr	Truck Driver Truck Drivers, Heavy Moderate-term OJT \$16.74/hr	Dispatcher or Operations Manager	Self-Employed Trucker
Delivery Driver Truck Drivers, Light or Delivery Services Short-term OJT \$12.24/hr	Tractor-Trailer Truck Driver Tractor-Trailer Truck Drivers Moderate-term OJT \$16.74/hr	Supervisor First-Line Supervisors/Managers of Transportation and Material-Moving Machine and Vehicle Operators Work experience \$23.64/hr	Manager Transportation Managers Work experience \$30.30/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Laundry and Drycleaning Machine Operators and Tenders, Except Pressing	Moderate-term OJT	\$8.43
Production Helpers	Short-term OJT	\$9.12
Woodworking Machine Setters and Set-Up Operators, Except Sawing	Moderate-term OJT	\$9.96
Truck Drivers, Light or Delivery Services	Short-term OJT	\$12.24
Rail Yard Engineers, Dinkey Operators, and Hostlers	Work experience	\$15.74
Tractor-Trailer Truck Drivers	Moderate-term OJT	\$16.74
Truck Drivers, Heavy	Moderate-term OJT	\$16.74
Tank Car, Truck, and Ship Loaders	Moderate-term OJT	\$17.02
Ordinary Seamen and Marine Oilers	Short-term OJT	\$17.29
Construction Drillers	Moderate-term OJT	\$18.50
Structural Iron and Steel Workers	Long-term OJT	\$22.63

Sources:

*Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)*

Career Dialogue with Glenn Cofran

What are some of the job titles you've held previously in this career field?

I have been a hod carrier/mason laborer and a construction worker.

What kind of work do you do in your current job and what do you do in a typical day?

All drivers show up first thing in the morning and the person with the most seniority starts with the first truck, which means that you get off work the earliest. I am the number one man on the seniority list. I do heavy equipment operations, deliver to different construction sites, unload the materials, and work with the contractors or crew. Heavy truck driving also consists of off road driving, which is tricky and sometimes dangerous.

What was it that attracted you to this work?

To be honest, I was working in Chicago on a construction site and noticed the trucks had heaters. I thought that it might be easier than construction work, since it wasn't as physically demanding. I also liked the fact that heavy truck drivers made good money and had more responsibility than the average construction worker. The work is challenging and sometimes even dangerous, which makes it more interesting.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

I think you need an easy-going temperament and you need to be safety conscious.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

You need to know construction practices and procedures, and labor practices. You can become specialized depending on the type of trucking you do.

What is it that keeps you wanting to do this kind of work?

I like the equipment, and that I have become an expert in my work. I like that I can sleep at home at night, and the hours are good. Since I have been working in the industry for so long, I can retire at an early age.

What qualities make for an exceptional Heavy Truck Driver?

To be an exceptional Heavy Truck Driver, you need to be on time or early since others are dependent on you. You also need to be able to work well with the crew and have good communication skills. Also you need to be safety conscious and deliberate your actions.

Truck Drivers, Light – Including Delivery and Route Drivers

Light Truck Drivers, Including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Does not include workers whose duties include sales (OES 971050).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$7.00 - \$12.00/hr	\$9.80/hr
New Hires/Exp'd:	\$7.50 - \$19.18/hr	\$13.00/hr
Exp'd/After 3 Years:	\$8.00 - \$21.85/hr	\$14.38/hr

Hours: Almost all jobs are 40-60 hours per week. A few jobs are 10-35 hours per week.

Benefits:	Paid by:		Shared		Employee	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance	■■■■■	□	■■	□	□	□
Dental Insurance	■■	□	■■	□	■	□
Vision Insurance	■	□	■	□	□	□
Life Insurance	■	□	□	□	□	□
Sick Leave	■■■	■	□	□	□	□
Vacation	■■■■■	■	□	□	□	□
Retirement	■■■	□	■	□	□	□
Child Care	□	□	□	□	□	□

■■■■■■ = All (100%) ■■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: Employers may sometimes require a commercial drivers license for this occupation. Contact the Department of Motor Vehicles Commercial Driving License Office at 916-657-5771 for licensing information.

Education: Most employers require a high school diploma or equivalent for job entry. Some are willing to accept less than a high school level education.

Experience: Many employers require or prefer 6-36 months of prior experience. Some employers are willing to accept training as a substitute for experience. Some employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%) CCOIS survey data collected in 2001: 15 employers surveyed representing 153 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Very large. There are approximately 4,625 – 5,650 light truck and delivery drivers currently employed in the North Bay Counties. Local surveys indicate about 5% are female.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2004. About 170-210 job openings are projected per year due to a net increase in occupation size. About 60-75 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of truckdrivers, including sales and route drivers, is expected to increase slower than the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Trucking and warehousing, courier services, newspaper publishing, and retailers/wholesalers with delivery services. Nationally, about 8% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements and/or fill openings by hiring employee referrals. Many also fill openings by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including their relative costs, advantages, and limitations (4.83)
 - Knowledge of various methods for describing the location and distribution of land, sea, and air masses including their physical locations, relationships, and characteristics (3.50)
 - Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (3.50)
- Skills:**
- Controlling operations of equipment or systems (3.33)
 - Watching gauges, dials, or other indicators to make sure a machine is working properly (2.83)
 - Performing routine maintenance and determining when and what kind of maintenance is needed (2.66)
- Abilities:**
- The ability to see details at a distance (4.00)
 - The ability to quickly respond (with the hand, finger, or foot) to one signal (sound, light, picture, etc.) when it appears (4.00)
 - The ability to know one's location in relation to the environment, or to know where other objects are in relation to one's self (4.00)

Career Path for Truck Drivers, Light – Including Delivery and Route Drivers

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Helper or Laborer Freight, Stock, and Material Movers, Hand Short-term OJT \$10.09/hr	Light Truck Driver Truck Drivers, Light or Delivery Services Short-term OJT \$12.24/hr	Truck Driver Truck Drivers, Heavy Moderate-term OJT \$16.74/hr	Dispatcher or Operations Manager
Courier or Messenger Couriers and Messengers Short-term OJT \$10.25/hr	Delivery Driver Driver/Sales Workers Moderate-term OJT \$12.17/hr	Tractor-Trailer Truck Driver Tractor-Trailer Truck Drivers Moderate-term OJT \$16.74/hr	Supervisor First-Line Supervisors/Managers of Transportation and Material-Moving Machine and Vehicle Operators Work experience \$23.64/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Laundry and Drycleaning Machine Operators and Tenders, Except Pressing	Moderate-term OJT	\$8.43
Freight, Stock, and Material Movers, Hand	Short-term OJT	\$10.09
Truck Drivers, Light or Delivery Services	Short-term OJT	\$12.24
Helpers—Brickmasons, Blockmasons, Stonemasons, and Tile and Marble Setters	Short-term OJT	\$12.96
Industrial Truck and Tractor Operators	Short-term OJT	\$13.53
Tractor-Trailer Truck Drivers	Moderate-term OJT	\$16.74
Truck Drivers, Heavy	Moderate-term OJT	\$16.74
Tank Car, Truck, and Ship Loaders	Moderate-term OJT	\$17.02
Continuous Mining Machine Operators	Long-term OJT	\$20.07
Excavating and Loading Machine Operators	Moderate-term OJT	\$20.78
Loading Machine Operators, Underground Mining	Moderate-term OJT	\$22.23

Sources:

*Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
 California Employment Development Department OES Program (hourly wages for California)*

Career Dialogue with Mike Trunkey

What are some of the job titles you've held previously in this career field?

I have been a truck driver since 1974. I began by getting my Class 1 Driver's License to drive a heavy truck (18-wheeler). I got tired of the long days and time away from home. I liked the rhythm of the light truck driving and the consistency of the work

What kind of work do you do in your current job and what do you do in a typical day?

First thing in the morning I do an inspection of the truck. I have a check off list to check things like the brakes, tires, lights, mirrors, fuel, fluids and the overall condition of the truck. The truck is then loaded and I am given an invoice that tells me what materials are on the truck and where they are going. Sometimes I have one point of delivery and other times I have multiple delivery points. Once I get to the delivery point, I often assist with unloading. My truck has a forklift that fits on the back of the truck, called a piggyback to help with the big jobs.

What was it that attracted you to this work?

I like being able to move from one point to another; I am not stuck in the load. I get to travel around a lot and I enjoy being on the road. I also enjoy the solitude and independence. The responsibility of the truck is also fulfilling, to know the company relies on me to delivery the material safely and keep the truck in good condition.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

You need to have the mechanics of the job, a Class B license as a minimum. You need to be fairly well coordinated and have good common sense to deal with both the customers and other drivers on the road. Good communication skills to deal with customers. You also need to be safety conscious and know the rules of the road.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

I would recommend some type of training course for truck drivers. On the job training is also critical; joining a company who is willing to train on the job is a plus. If you have a friend who is a truck driver, and if the company will allow it, I encourage a person interested to ride along to get a feel for the job.

What is it that keeps you wanting to do this kind of work?

I love being on the road. The job is different everyday and provides for a diverse work environment.

What qualities make for an exceptional Light Truck Driver?

To be an exceptional light truck driver, you need to be an easygoing person and have the ability to get along with many different people: the customers, the general public, the other people on the road and the people that you work with.

Veterinary Assistants

Includes veterinary technicians.

Veterinary Assistants examine animals for a veterinarian. They prepare animals for surgery, perform post-operational medical treatment as needed, and give medications to animals. They usually work directly under the supervision of a veterinarian. They receive extensive training on-the-job and may also have some post secondary education such as trade school or junior college (OES 798060).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$6.50 - \$10.00/hr	\$8.00/hr
New Hires/Exp'd:	\$6.25 - \$15.00/hr	\$10.00/hr
Exp'd/After 3 Years:	\$9.00 - \$18.00/hr	\$12.00/hr

Hours: Most jobs are 36-50 hours per week. Many jobs are 15-33 hours per week.

Benefits: Paid by:	Employer		Shared		Employee	
	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance	■■■	■	■■	□	□	■
Dental Insurance	■	□	■	□	■	□
Vision Insurance	■	□	■■	□	□	■
Life Insurance	■	□	■	□	□	□
Sick Leave	■■■■	■	■	□	□	■
Vacation	■■■■	■■	■	□	□	■
Retirement	■■	■	■■	■	■	■
Child Care	□	□	□	□	□	□

■■■■■ = All (100%) ■■■■ = Almost All (80-99%) ■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)

□ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: Not required, except for individuals who want to be licensed as a registered veterinary technician; contact the State Veterinary Medical Board at 916-263-2610 for information.

Education: Most employers require a high school diploma or equivalent for job entry. Some are willing to accept less than a high school level education.

Experience: Many employers require or prefer 6-24 months of prior experience. Some employers are willing to accept training as a substitute for experience. Many other employers do not require prior experience.

Training: Some employers report that word processing skills are important. Employers generally provide on-the-job training for this occupation, although related training programs are available. Refer to Veterinary Assistants and/or Veterinary/Animal Health Technicians in the Occupation-Training Index for information on related training programs.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
CCOIS survey data collected in 2001: 15 employers surveyed representing 53 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a **very good outlook** for qualified job seekers. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Small. There are approximately 235-285 veterinary assistants currently employed in the North Bay Counties. Local surveys indicate about 90% are female.

Employment Trends

The growth rate is projected to be slower than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of veterinary assistants is expected to grow faster than the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Offices of veterinarians and veterinary clinics. Nationally, about 2% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements and/or fill openings by hiring employee referrals. Many also fill openings by hiring referrals from colleges and universities.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of plant and animal living tissue, cells, organisms, and entities, including their functions, interdependencies, and interactions with each other and the environment (4.16)
 - Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures (3.33)
- Skills:**
- Using scientific methods to solve problems (4.16)
 - Listening to what other people are saying and asking questions as appropriate (3.83)
 - Determining the kind of tools and equipment needed to do a job (3.83)
- Abilities:**
- The ability to make fast, simple, repeated movements of the fingers, hands, and wrists (3.60)
 - The ability to listen to and understand information and ideas presented through spoken words and sentences (3.60)
 - The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (3.40)

Importance Rating: Not Important < 1 2 3 4 5 > Extremely Important

*Source: O*NET Database version 3.0*

Career Path for Veterinary Assistants

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Kennel Worker Non-farm Animal Caretakers Short-term OJT \$9.42/hr	Veterinary Assistant Veterinary Assistants and Laboratory Animal Caretakers Short-term OJT \$8.98/hr	Veterinary Technician	Veterinarian Veterinarians Professional degree \$39.55/hr
Receptionist Receptionists and Information Clerks Short-term OJT \$11.31/hr	Animal Control Worker Short-term OJT \$12.46/hr	Veterinary Office/Clinic Manager First-Line Supervisors and Manager/Supervisors - Animal Care Workers, Except Livestock Work experience \$17.03/hr	Animal Trainer Long-term OJT \$11.60/hr
			Animal Breeder (45-2021.00) Short-term OJT \$8.92/hr

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Athletic Trainers	Bachelor degree	—
Locker Room, Coatroom, and Dressing Room Attendants	Short-term OJT	\$8.82
Veterinary Assistants and Laboratory Animal Caretakers	Short-term OJT	\$8.98
Hairdressers, Hairstylists, and Cosmetologists	Post-secondary training	\$9.44
Bindery Machine Setters and Set-Up Operators	Moderate-term OJT	\$10.63
Ambulance Drivers and Attendants, Except Emergency Medical Technicians	Short-term OJT	\$12.49
Surgical Technologists	Associate degree	\$16.80
Zoologists and Wildlife Biologists	Doctoral degree	\$19.74
Gaugers	Long-term OJT	\$24.61
Boilermakers	Long-term OJT	\$25.00
Radiation Therapists	Associate degree	\$26.98

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Lyn Solomon-Linville

What are some of the job titles you've held previously in this career field?

Registered veterinary technician

What kind of work do you do in your current job and what do you do in a typical day?

I do a variety of tasks related to animal health. Treatment can be administering medication, I.V. fluids, clean cages, make sure all the animals are secure in their designated area, and prep and assist with surgeries. We also have office hours to see animals for various ailments. A typical day consists of all of the functions I have mentioned.

What was it that attracted you to this work?

I love animals. I also liked the science that is involved in this line of work.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

You need to have a good understanding of general medicine. You need to have empathy for the animals, and you need to have good people skills. Most of your encounters are with the owners of the animals, and their emotions are usually very high. You should also have good reflexes. Most of the animals are scared when you work on them, so you never know when they might bite or scratch. You need to have good communications skills to work with the doctors and be able to anticipate their needs.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

I think volunteer work is an excellent way to get a feel for this occupation. You should look at different pet hospitals so you get a feel of how the different doctors work. This will also give you the opportunity to see if this is really the job for you. You should also enroll in certified course work at a community college. In order to be certified you need to take the State exam, and the course work prepares you for that.

What is it that keeps you wanting to do this kind of work?

I have seen a change in attitude, and I see a lot more respect for the Veterinarian Technician. And again I love the animals, and I love taking care of them.

What qualities make for an exceptional Animal Health Technician?

You need to make the hospital that you work at a part of you. You should work at it like you own it. You need to have fortitude and patience. Good interpersonal and communications skills are key.

Welders and Cutters

Welders and Cutters use flamecutting, hand, arc, and gas welding equipment, and gas torches, to weld together metal components of such products as pipelines, automobiles, boilers, and ships, or join together components of fabricated sheet metal assemblies, or cut, trim, or scarf metal objects to dimensions as specified by layout, work orders, or blueprints (OES 939140).

Wages and Benefits

	Range	Median
New Hires/Inexp'd:	\$8.00 - \$13.77/hr	\$11.29/hr
New Hires/Exp'd:	\$9.22 - \$26.00/hr	\$14.58/hr
Exp'd/After 3 Years:	\$14.00 - \$28.00/hr	\$18.00/hr

Some welders may also receive bonuses.

Hours: Almost all jobs are 35-50 hours per week.

Benefits:	Paid by:	Employer		Shared		Employee	
		Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Medical Insurance		■■■	—	■■■	—	□	—
Dental Insurance		■■■	—	■■	—	□	—
Vision Insurance		■■	—	■	—	■	—
Life Insurance		■■■	—	■	—	■	—
Sick Leave		■■■	—	□	—	□	—
Vacation		■■■■■	—	□	—	□	—
Retirement		■■■	—	■■■	—	□	—
Child Care		□	—	□	—	□	—

■■■■■■ = All (100%) ■■■■■ = Almost All (80-99%) ■■■■ = Most (60-79%) ■■■ = Many (40-59%) ■■ = Some (20-39%) ■ = Few (1-19%)
 □ = None (0) — = Insufficient Data

Training, Experience, and Other Requirements

License: None

Education: Many employers require a high school diploma or equivalent for job entry. Many others are willing to accept less than a high school level education.

Experience: Many employers require or prefer 1-4 years of prior experience. Many employers are willing to accept training as a substitute for experience. Some employers do not require prior experience.

Training: Most employers require or prefer completion of a certificate training program. Completion of a training program does not necessarily eliminate the need for apprenticeship or on-the-job training. Refer to Welders and Cutters in the Occupation-Training Index for information on related training programs.

Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)
 CCOIS survey data collected in 2001: 15 employers surveyed representing 145 employees in this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a **good outlook** for job seekers without prior experience, and a **very good outlook** for those who are fully experienced. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Medium. There are approximately 790-970 welders and cutters currently employed in the North Bay Counties. Local surveys indicate about 5% are female.

Employment Trends

The growth rate is projected to be faster than the average for all occupations through the year 2004. About 25-35 job openings are projected per year due to a net increase in occupation size. About 15-25 job openings are projected per year due to separations (workers retiring or leaving the occupation). Nationwide, employment of welders, cutters, and welding machine operators is expected to grow more slowly than the average for all occupations through 2008.

Other Information

Where the Jobs Are: Welding repair shops and manufacturers of fabricated metal products. Nationally, about 5% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring employee referrals. Many also recruit applicants through newspaper advertisements and/or fill openings by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities

- Knowledge:**
- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (4.20)
 - Knowledge of materials, methods, and the appropriate tools to construct objects, structures, and buildings (4.20)
 - Knowledge of inputs, outputs, raw materials, waste, quality control, costs, and techniques for maximizing the manufacture and distribution of goods (3.20)
- Skills:**
- Inspecting and evaluating the quality of products (4.20)
 - Performing routine maintenance and determining when and what kind of maintenance is needed (3.60)
 - Controlling operations of equipment or systems (3.60)
- Abilities:**
- The ability to keep the hand and arm steady while making an arm movement or while holding the arm and hand in one position (4.40)
 - The ability to quickly and repeatedly make precise adjustments in moving the controls of a machine or vehicle to exact positions (4.00)
 - The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (4.00)

Career Path for Welders and Cutters

Entry Level ►	Mid-Level ►	Advanced Level ►	Options
Helper or Apprentice Production Helpers Short-term OJT \$9.12/hr	Welder Welders and Cutters Post-secondary training \$14.34/hr	Lead Person	Production Manager Industrial Production Managers Bachelor + work exp \$35.76/hr
	Assembler/Production Welder Welders, Production Post-secondary training \$14.34/hr	Supervisor First-Line Supervisors/Managers of Production and Operating Workers Work experience \$22.55/hr	Shop Owner

Occupations with Similar Skill Requirements

O*NET-SOC Occupation Title	Education/Training Level	Wage
Coil Winders, Tapers, and Finishers	Short-term OJT	\$9.65
Metal Molding, Coremaking, and Casting Machine Setters and Set-Up Operators	Moderate-term OJT	\$9.87
Coating, Painting, and Spraying Machine Setters and Set-Up Operators	Moderate-term OJT	\$10.88
Glass Cutting Machine Setters and Set-Up Operators	Moderate-term OJT	\$10.97
Sawing Machine Operators and Tenders	Moderate-term OJT	\$11.27
Sawing Machine Tool Setters and Set-Up Operators, Metal and Plastic	Moderate-term OJT	\$11.82
Combination Machine Tool Operators and Tenders, Metal and Plastic	Moderate-term OJT	\$11.88
Electromechanical Equipment Assemblers	Post-secondary training	\$12.34
Welders, Production	Post-secondary training	\$14.34
Welders and Cutters	Post-secondary training	\$14.34
Aircraft Rigging Assemblers	Work experience	\$22.70

Sources:

Skill Matrix Network: www.skillmatrixnetwork.com (occupations with similar skills, education and training levels)
California Employment Development Department OES Program (hourly wages for California)

Career Dialogue with Mike Jones

What are some of the job titles you've held previously in this career field?

I am currently a welding production lead. I have been a general welder, which has three levels.

What kind of work do you do in your current job and what do you do in a typical day?

Currently I supervise jobs, which involves assigning jobs to other welders. I manage materials, making sure that each welder has the proper materials to work with. I also make sure that all of the welders work in a safe manner. A typical day starts with reviewing job orders and assigning them as necessary. I then monitor progress to make sure work is getting done as scheduled. I am available to troubleshoot whenever a problem weld is encountered.

What was it that attracted you to this work?

It was always a personal interest. I took classes in high school that involved working with metal, and welding, and my interest continued to develop from there. I then got a job as an apprentice, and found that I really liked the work.

In your opinion, what knowledge, skills, and abilities are important in this kind of work?

It would be important for someone to have basic welding knowledge. They should have a degree of manual dexterity, good hand-eye coordination, and a good aptitude towards this kind of work. A person should also have some artistic ability and take a lot of pride in their work.

What would you recommend as the best preparation for someone who wants to enter into this occupation?

Learn the basic skills in a high school or vocational setting. Get experience with machine tools; develop hand skills, attention to detail. They should also have a mechanical aptitude and good communication skills.

What is it that keeps you wanting to do this kind of work?

I really enjoy welding, and now that I supervise I find the challenges even more rewarding. I work for a good employer and there is room for growth. I also like the challenge of learning new technology in welding as it is developed.

What qualities make for an exceptional Welder?

Again, I would say that someone should have artistic values, be manually dexterous, LIKE welding, and take a lot of pride in their work.

Training Directory

Alchemy Institute of Healing Arts

Address: 567- A Summerfield Road, Santa Rosa, CA 95405

Phone: 800-950-4984

Fax: 707-537-0496

Website: <http://www.alchemyinstitute.com>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Years in Operation: 15

Accreditation: American Council of Hypnotist Examiners (ACHE)

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Certified Hypnotherapist

Occupational Objective(s): *Hypnotherapists*

Approximate Cost to Complete: \$3,500

Average Time to Complete: 4-6 months or 30 days in residence (200 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Alive & Well! Institute of Conscious Body Work

Address: 100 Shaw Drive, San Anselmo, CA 94960

Phone: 415-258-0402

Fax: 415-258-0635

Website: <http://www.alivewell.com>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Years in Operation: 14

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Advanced Body Worker

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$2,400

Average Time to Complete: 12 months (160 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Complete prerequisite course/program

Certified Massage Technician

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$2,000

Average Time to Complete: 3-12 months or 3-4 weeks (intensive)

Self-Paced Learning? Yes

Program Entry Requirements: 16 years or older

Conscious Body Worker

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$4,400

Average Time to Complete: 12-18 months (270 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Complete prerequisite course/program

Master Body Worker

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$12,500

Average Time to Complete: 30 months (700 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Complete prerequisite course/program

Alkar Computer Training and Consulting

Address: 3273 Claremont Way, Suite 203, Napa, CA 94558

Phone: 707-254-7820

Fax: 707-224-3897

Website: <http://www.alkarcomputertraining.com>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 6

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	Yes
Academic Advising:	No	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Computer Network Technician (Net+)

Occupational Objective(s): *Computer Network Technicians*

Approximate Cost to Complete: \$2,200

Average Time to Complete: 6 weeks

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Computer Office Administration/Microsoft Office

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 12-14 weeks

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Computer Service Technician (A+)

Occupational Objective(s): *Computer Service Technicians*

Approximate Cost to Complete: \$2,200

Average Time to Complete: 6 weeks

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

American Red Cross

Address: 465 Tesconi Circle, Suite 205, Santa Rosa, CA 95401

Phone: 707-568-6357

Fax: 707-568-4304

Website: <http://www.redcross-sc.org>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Years in Operation: 8

Accreditation: California State Department of Health Services

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Certificate Program(s) Offered

Acute Care Training

Occupational Objective(s): *Nurse Aides*

Approximate Cost to Complete: \$350

Average Time to Complete: 7 days (60 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Certified Nurse Assistant Training

Occupational Objective(s): *Home Health Aides, Nurse Aides*

Approximate Cost to Complete: \$1,000

Average Time to Complete: 160 hrs

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Home Health Aide Training

Occupational Objective(s): *Home Health Aides*

Approximate Cost to Complete: \$245

Average Time to Complete: 2 week (40 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older, completed 8th grade

Nursing Assistant Training

Occupational Objective(s): *Home Health Aides, Nurse Aides*

Approximate Cost to Complete: \$845

Average Time to Complete: 8 weeks (160 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older, completed 8th grade

Anthony Schools

Address: 2646 Dupont Dr., # 230, Irvine, CA 92612

Phone: 800-726-7767

Fax: 800-726-7183

Website: <http://www.anthonyschools.com>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Years in Operation: 55

Accreditation: California State Department of Real Estate

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance/Online Learning:	Yes
Academic Advising:	Yes	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Appraisal License/Trainee

Occupational Objective(s): *Real Estate Appraisers*

Approximate Cost to Complete: \$820

Average Time to Complete: 3-6 months (90 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Contractor License Prep

Occupational Objective(s): *Construction Contractors*

Approximate Cost to Complete: \$395

Average Time to Complete: 2-3 months

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, work experience

Real Estate Agent - License Renewal

Occupational Objective(s): *Real Estate Agents*

Approximate Cost to Complete: \$65

Average Time to Complete: 1-4 weeks

Self-Paced Learning? Yes

Program Entry Requirements: California Real Estate License (Broker's License)

Real Estate Broker Program

Occupational Objective(s): *Real Estate Brokers*

Approximate Cost to Complete: \$95 - \$399

Average Time to Complete: 18 days - 6 months

Self-Paced Learning? No

Program Entry Requirements: 18 years/4 year college degree/2 years Real Estate Agent Experience

Real Estate Sales LicenseOccupational Objective(s): *Real Estate Agents*

Approximate Cost to Complete: \$395 (or \$249 for home study)

Average Time to Complete: 1-2 months (45 hours + exam prep)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Bartender's School of Santa Rosa

Address: 1731 King Street, Santa Rosa, CA 95404-2916

Phone: 707-523-1611

Fax: 707-569-9855

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 20

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Bar Management

Occupational Objective(s): *Bar Managers*

Approximate Cost to Complete: \$495

Average Time to Complete: 1 week (9 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Bartending: Banquet & Catering

Occupational Objective(s): *Bartenders*

Approximate Cost to Complete: \$345

Average Time to Complete: 1 week (15 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Bartending: Full Service

Occupational Objective(s): *Bartenders*

Approximate Cost to Complete: \$495

Average Time to Complete: 2 weeks (30 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Cocktail Service

Occupational Objective(s): *Waiters and Waitresses*

Approximate Cost to Complete: \$295

Average Time to Complete: 2 weeks (18 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Bay Area Computer Training

Address: 4340 Redwood Highway, Suite A1, San Rafael, CA 94903

Phone: 415-507-0384

Fax: 415-507-0540

Website: <http://www.bactrain.com>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 11

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance/Online Learning:	Yes
Academic Advising:	Yes	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Computer Literacy

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$3,500

Average Time to Complete: 16 weeks (292 hours)

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED

Data and Information

Occupational Objective(s): *Computer Related Occupations*

Approximate Cost to Complete: \$7,168

Average Time to Complete: 19 weeks (352 hours)

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED

Documents and Graphics

Occupational Objective(s): *Graphic Art Technicians, Technical Writers*

Approximate Cost to Complete: \$7,168

Average Time to Complete: 19 weeks (352 hours)

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED

General Office

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$5,400

Average Time to Complete: 19 weeks (352 hours)

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED

Bay Area Computer Training - continued

Web and Internet

Occupational Objective(s): *Webmasters*

Approximate Cost to Complete: \$7,168

Average Time to Complete: 19 weeks (352 hours)

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED

Boston Reed Company

Address: 1154 Lodi Lane, Saint Helena, CA 94574

Phone: 800-201-1141

Fax: 707-963-1973

Website: <http://www.BostonReed.com>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Years in Operation: 9

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Clinical Medical Assisting

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$794

Average Time to Complete: 16 weeks (272 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Phlebotomy

Occupational Objective(s): *Phlebotomists*

Approximate Cost to Complete: \$275

Average Time to Complete: 2 days (16 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, clinical medical background

CADD APPLICATIONS

Address: 354 Bel Marin Keys Blvd., Suite A1, Novato, CA 94949

Phone: 415-883-0352

Fax: 415-883-0372

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 8

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	Yes

Certificate Program(s) Offered

AutoCAD for the Professional

Occupational Objective(s): *Drafters/CAD Operators*

Approximate Cost to Complete: \$5,850

Average Time to Complete: 10 weeks (160 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Internet Publishing for the Professional

Occupational Objective(s): *Webmasters*

Approximate Cost to Complete: \$5,725

Average Time to Complete: 9 weeks (144 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Multimedia for the Professional

Occupational Objective(s): *Multimedia Related Occupations*

Approximate Cost to Complete: \$5,725

Average Time to Complete: 9 weeks (144 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Cal, Inc.

Address: 2040 Peabody Road, Suite 400, Vacaville, CA 95687

Phone: 707-446-7996

Fax: 707-446-4906

Website: <http://www.cal-inc.com>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Years in Operation: 23

Accreditation: California Department of Health Services, Cal OSHA, US EPA

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Asbestos Building Inspector

Occupational Objective(s): *Construction and Building Inspectors - Asbestos*

Approximate Cost to Complete: \$400

Average Time to Complete: 3 days (24 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Asbestos Contractor/Supervisor

Occupational Objective(s): *Hazardous Materials - Asbestos Abatement Supervisor*

Approximate Cost to Complete: \$625

Average Time to Complete: 5 days

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Asbestos Management Planner

Occupational Objective(s): *Hazardous Materials - Asbestos Consultants*

Approximate Cost to Complete: \$300

Average Time to Complete: 2 days (16 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Asbestos Project Designer

Occupational Objective(s): *Hazardous Materials - Asbestos Consultants, Hazardous Materials - Asbestos Project Designers*

Approximate Cost to Complete: \$595

Average Time to Complete: 4 days (32 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Cal, Inc. - continued

Asbestos Worker

Occupational Objective(s): *Hazardous Materials - Asbestos Removal Workers*

Approximate Cost to Complete: \$425

Average Time to Complete: 4 days (32 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Hazwoper Supervisor

Occupational Objective(s): *Hazardous Materials - Hazwoper Supervisors*

Approximate Cost to Complete: \$185

Average Time to Complete: 1 day (8 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Hazwoper Training

Occupational Objective(s): *Hazardous Materials Removal Workers*

Approximate Cost to Complete: \$395 - \$595

Average Time to Complete: 3-5 days (24-40 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Lead in Construction Inspector/Assessor

Occupational Objective(s): *Construction and Building Inspectors - Lead Based Paint*

Approximate Cost to Complete: \$675

Average Time to Complete: 5 days (40 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Lead in Construction Project Designer

Occupational Objective(s): *Hazardous - Lead Abatement Supervisors, Hazardous - Lead Abatement Workers*

Approximate Cost to Complete: \$300

Average Time to Complete: 2 days (16 hours)

Self-Paced Learning? No

Program Entry Requirements: Call for information

Lead in Construction Supervisor/Project Monitor

Occupational Objective(s): *Hazardous Materials - Lead Abatement Supervisors*

Approximate Cost to Complete: \$625

Average Time to Complete: 5 days (40 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Lead in Construction Supervisor/Project Monitor Supplemental

Occupational Objective(s): *Hazardous Materials - Lead Abatement Workers*

Approximate Cost to Complete: \$250

Average Time to Complete: 2 days (16 hours)

Self-Paced Learning? No

Program Entry Requirements: Call for information

Lead in Construction WorkerOccupational Objective(s): *Hazardous Materials - Lead Abatement Workers*

Approximate Cost to Complete: \$425

Average Time to Complete: 3 days (24 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older, read English or Spanish

MSHA - Part 46 (Mine Safety)Occupational Objective(s): *Hazardous Materials Related Occupations*

Approximate Cost to Complete: \$225

Average Time to Complete: 2 days

Self-Paced Learning? No

Program Entry Requirements: Call for information

California Contractors Exam Center

Address: 526 Third Street, Suite C1, San Rafael, CA 94901

Phone: 415-256-2500

Fax: 415-256-2523

Website: <http://www.ccice.com>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	Yes
Academic Advising:	No	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Construction and Building Inspectors

Occupational Objective(s): *Building Inspector*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: Call for information

Construction Contractors

Occupational Objective(s): *Construction Contractors*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: Call for information

California Institute of Massage & Spa Services

Address: 730 Broadway, Sonoma, CA 95476

Phone: 707-939-9431

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 9

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Advanced Massage I

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$1,009 (\$49 for insurance - call for details)

Average Time to Complete: 15 weeks (100 hours)

Self-Paced Learning? No

Program Entry Requirements: Complete prerequisite course/program

Advanced Massage II

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$1,539 (\$49 for insurance - call for details)

Average Time to Complete: 6 months (135 hours)

Self-Paced Learning? No

Program Entry Requirements: Complete prerequisite course/program

Advanced Massage III: Massage in the Medical Setting

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$2,029 + insurance fees

Average Time to Complete: 6 months (250 hours)

Self-Paced Learning? No

Program Entry Requirements: Complete prerequisite course/program

Massage Technician

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$1,309

Average Time to Complete: 14 weeks (165 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

California Institute of Massage & Spa Services - continued

Shiatsu

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$1,009 (\$49 for insurance - call for details)

Average Time to Complete: 6 months (100 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

Spa Services

Occupational Objective(s): *Spa Services*

Approximate Cost to Complete: \$1,064 (\$49 for insurance - call for details)

Average Time to Complete: 15 weeks (100 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

California Maritime Academy

Address: 200 Maritime Academy Drive, Vallejo, CA 94590-8181

Phone: 707-654-1330

Fax: 707-654-1336

Website: <http://www.csum.edu>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? No

Years in Operation: 72

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	No	Distance/Online Learning:	Yes
Academic Advising:	Yes	Veteran Assistance/Approved:	No

Degree Program(s) Offered

Business Administration (Undergraduate)

Facilities Engineering Technology (Undergraduate)

Marine Engineering Technology (Undergraduate)

Marine Transportation (Undergraduate)

Mechanical Engineering (Undergraduate)

Calistoga Massage Therapy School

Address: 5959 Commerce Blvd., Suite 13, Rohnert Park, CA 94928

Phone: 707-586-1953

Website: <http://www.calistogamts.com>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? No

Years in Operation: 20

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Massage Therapy

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$900

Average Time to Complete: 7-10 weeks (100 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Career Transitions

Address: 2235 Challenger Way, Suite 104, Santa Rosa, CA 95407

Phone: 707-546-6605

Fax: 707-525-1224

Website: <http://www.careertrans.com>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 13

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance/Online Learning:	Yes
Academic Advising:	Yes	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Account Clerk/Assistant Bookkeeper

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$5,390

Average Time to Complete: 14 weeks (420 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Administrative Assistant

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$6,520

Average Time to Complete: 17 weeks (510 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Autocad with Advanced Specialites

Occupational Objective(s): *Drafter Assistant, Facilities Planner, Commercial Drafter*

Approximate Cost to Complete: \$6,400

Average Time to Complete: 11 weeks (162 hours -instructor/168 hours lab)

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED, pass assessment exam

Internet Information Specialist

Occupational Objective(s): *Computer Network Technicians, Webmasters*

Approximate Cost to Complete: \$6,800

Average Time to Complete: 17 weeks (520 hours)

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED, pass assessment exam

Career Transitions - continued

Medical Front Office

Occupational Objective(s): *Billing Clerks - Medical, Secretaries - Medical*

Approximate Cost to Complete: \$5,390

Average Time to Complete: 14 weeks (420 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Multimedia Web Design Specialist

Occupational Objective(s): *Webmasters*

Approximate Cost to Complete: \$6,620

Average Time to Complete: 17 weeks (510 hours)

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED, pass assessment exam

Receptionist/Data Entry Clerk

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$4,160

Average Time to Complete: 11 weeks (330 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Sales and Customer Relations

Occupational Objective(s): *Adjustment (Customer Service) Clerks, Salespersons - Retail*

Approximate Cost to Complete: \$5,390

Average Time to Complete: 14 weeks (420 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

User Support Technician

Occupational Objective(s): *Computer Network Technicians, Computer Support Specialists*

Approximate Cost to Complete: \$6,000

Average Time to Complete: 15 weeks (450 hours)

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED, pass assessment exam

Carpenter's Training Committee for Northern California

Address: 715-E Southpoint Blvd, Petaluma, CA 94952

Phone: 707-762-5840

Fax: 707-762-5809

Website: <http://www.carpenter-trng-ncal.org>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Years in Operation: 101

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	Yes
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Apprenticeship Program(s) Offered

Acoustical Ceiling

Occupational Objective(s): *Acoustical Ceiling Installers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 3 years (3,600 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 17 years or older, parental permission

Carpentry

Occupational Objective(s): *Carpenters*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 years (650 school hours and 4,800 hours OJT)

Self-Paced Learning? Yes

Program Entry Requirements: 17 years or older, parental permission

Hardwood Floor Laying

Occupational Objective(s): *Carpenters - Hardwood Floor*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 years (650 school hours and 4,800 hours OJT)

Self-Paced Learning? Yes

Program Entry Requirements: 17 years or older, parental permission

Insulation

Occupational Objective(s): *Insulation Installers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 years (650 school hours and 4,800 hours OJT)

Self-Paced Learning? Yes

Program Entry Requirements: 17 years or older, parental permission

Carpenter's Training Committee for Northern California - continued

Millwright

Occupational Objective(s): *Millwrights*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 years (650 school hours and 4,800 hours OJT)

Self-Paced Learning? Yes

Program Entry Requirements: 17 years or older, parental permission

Pile Driving

Occupational Objective(s): *Pile-Driver Operators*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 years (650 school hours and 4,800 hours OJT)

Self-Paced Learning? Yes

Program Entry Requirements: 17 years or older, parental permission

Shingler

Occupational Objective(s): *Roofers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 years (650 school hours and 4,800 hours OJT)

Self-Paced Learning? Yes

Program Entry Requirements: 17 years or older, parental permission

Chapman University

Address: 450 Chadbourne Road, Fairfield, CA 94585

Phone: 707-438-0108

Fax: 707-422-0547

Website: <http://www.chapman.edu>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Years in Operation: 12

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Degree Program(s) Offered

Computer Information Systems (Undergraduate)
 Counseling (Graduate)
 Criminal Justice (Undergraduate)
 Education - Administration (Graduate)
 Education - Credential Programs
 Education - Curriculum (Graduate)
 Education - Reading (Graduate)
 General Education (Associate)
 Health Administration (Graduate)
 Health Science (Undergraduate)
 Human Resources (Graduate)
 Organizational Leadership (Undergraduate and Graduate)
 Psychology - MFCC (Graduate)
 Psychology - Pre-Clinical (Graduate)
 Social Science (Undergraduate)
 Sociology (Undergraduate)
 Special Education (Graduate)

CHDC/Anthony Soto Employment Training

Address: 100 Sebastopol Road, Santa Rosa, CA 95407

Phone: 707-576-1426

Fax: 707-576-1421

Website: <http://www.chdcorp.org>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? No

Years in Operation: 20

Accreditation: Accrediting Council for Continuing Education and Training

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Certificate Program(s) Offered

Building Maintenance Repair

Occupational Objective(s): *Maintenance Repairers - General Utility*

Approximate Cost to Complete: \$4,224

Average Time to Complete: 18 weeks (660 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Electronic Assembly

Occupational Objective(s): *Electrical and Electronic Assemblers*

Approximate Cost to Complete: \$4,032

Average Time to Complete: 17 weeks (630 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Christian Life International Bible College

Address: 1370 S. Novato Blvd, Novato, CA 94945

Phone: 415-892-0714

Fax: 415-892-1818

Website: <http://www.clibc.edu>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 22

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	Yes
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	No

Degree Program(s) Offered

Biblical Counseling

Ministerial Arts

Ministerial Studies

Certificate Program(s) Offered

Discipleship Certificate

Occupational Objective(s): *Ministers and Pastors*

Approximate Cost to Complete: \$675/semester

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: Call for information

Coaches Training Institute, The

Address: 1879 Second Street, San Rafael, CA 94901

Phone: 415-451-6000

Fax: 415-460-6878

Website: <http://www.thecoaches.com>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Coaching

Occupational Objective(s): *Instructors/Coaches - Sports/Physical Training*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: Call for information

College of Marin

Address: 835 College Avenue, Kentfield, CA 94904

Phone: 415-457-8811

Fax: 415-456-0135

Website: <http://www.marin.cc.ca.us>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Years in Operation: 75

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	Yes	GED Assistance:	Yes
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance/Online Learning:	Yes
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Associate Degree Program(s) Offered

Accounting

Administration of Justice

Art

Automotive Body and Fender

Automotive Technology

Behavioral Science

Biology

Business

Business Administration

Business Office Systems - Medical

Business Office Systems - Office Management

Chemistry

Communications - Filmmaking

Communications - Mass Communication

Communications - Screenwriting

Communications - Television Production

Computer Information Systems - Desktop Publishing

Computer Information Systems - Microcomputer Manager

Computer Information Systems - Microcomputer Programmer

Computer Information Systems - Web Page Developer

Computer Science

Court Reporting - Certified Shorthand Reporter

Court Reporting - Legal/Medical Shorthand Secretary

Court Reporting - Medical Transcriptionist

Court Reporting - Scopist

College of Marin - continued

Court Reporting - Text Entry Specialist
Dance
Dental Assisting - Registered
Design - Applied
Design - Architectural
Design, Interior - Applied
Drama
Early Childhood Education
Engineering
Engineering Technology - Occupational
English
Environmental Landscaping
Ethnic Studies
Foreign Languages - General
French
Geography
Geology
History
Humanities
Liberal Arts and Sciences - General
Machine and Metals Technology
Management
Mathematics
Medical Assisting
Multimedia Studies
Music
Natural Science
Nursing (RN)
Physical Education - Health
Physical Science
Physics
Political Science
Social Science
Spanish
Speech

Certificate Program(s) Offered

Accounting

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Administration of Justice

Occupational Objective(s): *Law Enforcement Occupations*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

Automotive Body and Fender

Occupational Objective(s): *Auto Body Repairers*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

Automotive Technology

Occupational Objective(s): *Automotive Mechanics*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

Business

Occupational Objective(s): *Business Related Occupations*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

Business Office Systems - Medical

Occupational Objective(s): *Secretaries - Medical*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

Business Office Systems - Office Management

Occupational Objective(s): *Office Managers*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

Computer Information Systems - Desktop Publishing

Occupational Objective(s): *Desktop Publishing Specialists, Graphic Art Technicians*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

College of Marin - continued

Computer Information Systems - Microcomputer Manager

Occupational Objective(s): *Computer Network Administrators, Computer Support Specialists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Computer Information Systems - Microcomputer Programmer

Occupational Objective(s): *Computer Programmers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Computer Information Systems - Web Page Developer

Occupational Objective(s): *Webmasters*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Court Reporting - Certified Shorthand Reporter

Occupational Objective(s): *Court Reporters*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Court Reporting - Legal/Medical Shorthand Secretary

Occupational Objective(s): *Secretaries - Legal, Secretaries - Medical*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Court Reporting - Medical Transcriptionist

Occupational Objective(s): *Medical Transcriptionists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Court Reporting - Text Entry Specialist

Occupational Objective(s): *Stenographers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Dental Assisting - RegisteredOccupational Objective(s): *Dental Assistants*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Environmental LandscapingOccupational Objective(s): *Landscaping/Groundskeeping/Nursery Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Machine and Metals TechnologyOccupational Objective(s): *Machinists, Welders and Cutters*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

ManagementOccupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Medical AssistingOccupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Microsoft Certification Training MOUS + MCSEOccupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$11/unit + \$55/test

Average Time to Complete: MOUS 240 hours, MCSE 310 hours

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Microsoft Certified Systems Engineer (MCSE)Occupational Objective(s): *Computer Network Administrators, Computer Systems Analysts*

Approximate Cost to Complete: \$1,200

Average Time to Complete: 16 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

College of Marin - continued

Microsoft Office User Specialist

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$500

Average Time to Complete: 8-16 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Multimedia Studies

Occupational Objective(s): *Multimedia Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Natural History

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Real Estate

Occupational Objective(s): *Real Estate Agents, Real Estate Brokers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Computer Services & Instruction, Inc.

Address: 190 S. Orchard Avenue, Suite B-230, Vacaville, CA 95688

Phone: 707-455-0557

Fax: 707-455-8699

Website: <http://www.traincsi.com>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 5

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Certificate Program(s) Offered

Certified Cisco Network Associate (CCNA)

Occupational Objective(s): *Computer Engineers*

Approximate Cost to Complete: \$2,595 - \$3,595 + test fees

Average Time to Complete: 4 weeks (120 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Prior networking experience/knowledge, OSI and TCP/IP

Certified Computer Service and Network Technician (A+ and Network Certification)

Occupational Objective(s): *Computer Network Technicians, Computer Service Technicians*

Approximate Cost to Complete: \$6,995 + registration and testing fees

Average Time to Complete: 16 weeks (560 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Completion of 10th grade or 3 years work experience, pass assessment

Certified Computer Service Technician (A+ Certification)

Occupational Objective(s): *Computer Service Technicians*

Approximate Cost to Complete: \$5,950 + registration and testing fees

Average Time to Complete: 12 weeks (420 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Completion of 10th grade or 3 years work experience, pass assessment

Computer Services & Instruction, Inc. - continued

Computerized Office Administration

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$4,900 + registration fees

Average Time to Complete: 20 weeks (400 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Completion of 10th grade or 3 years work experience, pass assessment

Computerized Office with Bookkeeping

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$4,900 + registration fees

Average Time to Complete: 20 weeks (400 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Completion of 10th grade or 3 years work experience, pass assessment

Medical Assistant (Front Office)

Occupational Objective(s): *Medical Records Technicians, Secretaries - Medical*

Approximate Cost to Complete: \$4,900 + registration fees

Average Time to Complete: 20 weeks (400 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Completion of 10th grade or 3 years work experience, pass assessment

Medical Billing Clerk

Occupational Objective(s): *Billing Clerks - Medical*

Approximate Cost to Complete: \$4,900 + registration fees

Average Time to Complete: 20 weeks (400 hours)

Self-Paced Learning? No

Program Entry Requirements: Completion of 10th grade or 3 years work experience, pass assessment

Medical Billing Specialist

Occupational Objective(s): *Billing Clerks - Medical*

Approximate Cost to Complete: \$6,995 + registration fees

Average Time to Complete: 30 weeks (500 hours)

Self-Paced Learning? No

Program Entry Requirements: Completion of 10th grade or 3 years work experience, pass assessment

Microsoft Certified Systems Engineer (MCSE)

Occupational Objective(s): *Computer Support Specialists*

Approximate Cost to Complete: \$9,200 + test fees

Average Time to Complete: 25 weeks (750 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Pass entrance assessment test re: PC knowledge based

Contractors License Courses

Address: 987 Airway Court, Suite 201, Santa Rosa, CA 95403

Phone: 707-578-8877

Fax: 707-578-0607

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 18

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	Yes
Academic Advising:	Yes	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Contractors Licensed Courses

Occupational Objective(s): *Construction Contractors*

Approximate Cost to Complete: \$815 - \$1,045

Average Time to Complete: 4 months (120 hours)

Self-Paced Learning? No

Program Entry Requirements: 21 years or older, 4+ years in trade

Contractors Testing Service of San Rafael

Address: 95 Woodland Avenue, San Rafael, CA 94901

Phone: 415-479-9900

Fax: 415-454-9949

Website: <http://www.cacontractorslicense.com>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

General Building

Occupational Objective(s): *Construction Contractors*

Approximate Cost to Complete: Call for information

Average Time to Complete: 10-12 weeks (30-36 hours)

Self-Paced Learning? No

Program Entry Requirements: 21 years or older, 4+ years in trade

Landscaping

Occupational Objective(s): *Landscaping/Groundskeeping/Nursery Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 10-12 weeks (30-36 hours)

Self-Paced Learning? No

Program Entry Requirements: 21 years or older, 4+ years in trade

County of Sonoma Health Services Caregiver Training

Address: 2250 Northpoint Parkway, Santa Rosa, CA 95402-4059

Phone: 707-565-5930

Fax: 707-565-5980

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? No

Years in Operation: 5

Accreditation: California State Department of Health Services

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Caregiver Training Program

Occupational Objective(s): *Personal and Home Care Aides*

Approximate Cost to Complete: \$30

Average Time to Complete: 8 weeks (32 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Culinary Institute of America, The

Address: 2555 Main Street, St. Helena, CA 94574

Phone: 800-285-4627

Fax: 845-451-1066

Website: <http://www.ciaprochef.com>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Years in Operation: 54

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	Yes
Academic Advising:	No	Veteran Assistance/Approved:	Yes

Certificate Program(s) Offered

Baking and Pastry Chef Program

Occupational Objective(s): *Bakers and Pastry Chef*

Approximate Cost to Complete: \$17,000

Average Time to Complete: 30 weeks (360 hours)

Self-Paced Learning? No

Program Entry Requirements: GED, math test

DeLoux Cosmetology (Fairfield and Marin Branches)

Address: 1787 North Texas Street, Fairfield, CA 94533

Phone: 707-427-1712

Fax: 707-427-1721

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Years in Operation: 20

Accreditation: California State Board of Cosmetology

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Cosmetology

Occupational Objective(s): *Hairstylists*

Approximate Cost to Complete: \$4,490

Average Time to Complete: 10 months (1,600 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 16 years or older, high school graduate/GED, pass assessment exam

Esthetician

Occupational Objective(s): *Estheticians*

Approximate Cost to Complete: \$3,280

Average Time to Complete: 4-6 months (600 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 16 years or older, high school graduate/GED, pass assessment exam

Manicuring

Occupational Objective(s): *Manicurists*

Approximate Cost to Complete: \$1,470

Average Time to Complete: 3 months (400 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 16 years or older, high school graduate/GED, pass assessment exam

Diamond Light School of Massage & Healing Arts

Address: P.O. Box 5443, Mill Valley, CA 94942

Phone: 415-454-6651

Website: <http://www.diamondlight.net>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 16

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Advanced Bodywork Practitioner

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: Call for information

Average Time to Complete: 500 hours

Self-Paced Learning? No

Program Entry Requirements: Call for information

Deep Body Work Certification

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$600

Average Time to Complete: 56 hours

Self-Paced Learning? No

Program Entry Requirements: Call for information

Energetic Healing Certification

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$600

Average Time to Complete: 100 hours

Self-Paced Learning? No

Program Entry Requirements: Call for information

Hypnotherapist Certification

Occupational Objective(s): *Hypnotherapists*

Approximate Cost to Complete: \$1,450

Average Time to Complete: 100 hours

Self-Paced Learning? No

Program Entry Requirements: Call for information

Massage Therapist Certification

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$1,200

Average Time to Complete: 3 months (150 hours)

Self-Paced Learning? No

Program Entry Requirements: Call for information

Dominican University of California

Address: 50 Acacia Avenue, San Rafael, CA 94901

Phone: 415-485-3204 Fax: 415-485-3214

Website: <http://www.dominican.edu>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? No

Years in Operation: 111

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance/Online Learning:	Yes
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Degree Program(s) Offered

Art (Undergraduate)

Art History (Undergraduate)

Biology (Undergraduate)

Business Administration - Global Strategic Management (Graduate)

Business Administration - International Management (Undergraduate and Graduate)

Business Administration - Strategic Leadership (Graduate)

Communications (Undergraduate)

Counseling Psychology (Graduate)

Curriculum and Instruction (Graduate)

English Literature - Writing Emphasis (Undergraduate)

English Literature (Undergraduate)

Environmental Studies (Undergraduate)

History (Undergraduate)

Human Resource Management (Undergraduate)

Humanities (Undergraduate and Graduate)

Interdisciplinary Major (Undergraduate)

International Languages (Undergraduate)

International Studies (Undergraduate)

Liberal Studies (Undergraduate)

Music (Undergraduate)

Nursing (Undergraduate)

Occupational Therapy (Undergraduate)

Politics (Undergraduate)

Pre-Law Program (Undergraduate)

Pre-Medical Program (Undergraduate)

Psychology (Undergraduate)

Religion (Undergraduate)

Teaching Credential Programs

Embry-Riddle Aeronautical University

Address: 530 Hickam Avenue Bldg. 249, Suite 30, Travis AFB, CA 94535

Phone: 707-437-5464

Fax: 707-437-5117

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? No

Years in Operation: 16

Accreditation: Southern Association of Colleges and Schools

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	Yes
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Degree Program(s) Offered

Aeronautical Science (Graduate)

Business Administration in Aviation (Graduate)

Management of Technical Operations (Undergraduate)

Professional Aeronautics (Associate and Undergraduate)

Certificate Program(s) Offered

Aviation Safety (Graduate)

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: \$3,000

Average Time to Complete: 12 months (190 contact hours)

Self-Paced Learning? No

Program Entry Requirements: Bachelor's Degree

Aviation Safety (Undergraduate)

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: \$2,610

Average Time to Complete: 18 months

Self-Paced Learning? No

Program Entry Requirements: Call for information

Empire College

Address: 3035 Cleveland Avenue, Santa Rosa, CA 95403

Phone: 707-546-4000 Fax: 707-546-4058

Website: <http://www.empcol.com>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 41

Accreditation: Accrediting Council for Independent Colleges and Schools

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Degree Program(s) Offered

Accounting

Administrative Assistant

Computer Technology - Cisco

Computer Technology - Microsoft

Computer Technology (Evening)

Legal Office Administration

Medical Assistant

Certificate Program(s) Offered

Accelerated Business Essentials

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$6,375

Average Time to Complete: 6 months (625 hours)

Self-Paced Learning? No

Program Entry Requirements: Call for information

Accelerated Travel and Hospitality

Occupational Objective(s): *Travel Agents, Hotel Desk Clerks*

Approximate Cost to Complete: \$5,925

Average Time to Complete: 6 months (625 hours)

Self-Paced Learning? No

Program Entry Requirements: Call for information

Accounting with Computer Applications

Occupational Objective(s): *Bookkeeping/Accounting Clerks*
Approximate Cost to Complete: \$12,050
Average Time to Complete: 12.5 months (1,250 hours)
Self-Paced Learning? No
Program Entry Requirements: Call for information

Administrative Assistant

Occupational Objective(s): *Secretarial/Administrative Support Occupations*
Approximate Cost to Complete: \$9,800
Average Time to Complete: 10 months (1,000 hours)
Self-Paced Learning? No
Program Entry Requirements: Call for information

Bookkeeping Technician

Occupational Objective(s): *Bookkeeping/Accounting Clerks*
Approximate Cost to Complete: \$5,150
Average Time to Complete: 25-29 weeks (625 hours)
Self-Paced Learning? Yes
Program Entry Requirements: 18 years or older, high school graduate/GED

Bookkeeping with Computer Applications

Occupational Objective(s): *Bookkeeping/Accounting Clerks*
Approximate Cost to Complete: \$9,850
Average Time to Complete: 10 months (1,000 hours)
Self-Paced Learning? No
Program Entry Requirements: Call for information

Clerical Office Technician

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*
Approximate Cost to Complete: \$3,950
Average Time to Complete: 15-19 weeks (425 hours)
Self-Paced Learning? Yes
Program Entry Requirements: 18 years or older, high school graduate/GED

Computer Support Specialist (Day Program)

Occupational Objective(s): *Computer Support Specialists*
Approximate Cost to Complete: \$10,400
Average Time to Complete: 7.5 months (750 hours)
Self-Paced Learning? No
Program Entry Requirements: Call for information

Computer Support Specialist (Evening Program)

Occupational Objective(s): *Computer Support Specialists*
Approximate Cost to Complete: \$10,400
Average Time to Complete: 12 months (600 hours)
Self-Paced Learning? No
Program Entry Requirements: Call for information

Empire College - continued

Computer Technician

Occupational Objective(s): *Computer Support Specialists*

Approximate Cost to Complete: \$5,700

Average Time to Complete: 15 weeks (450 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, high school graduate/GED

Computer/Administrative Skills

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$2,950

Average Time to Complete: 15-19 weeks (325 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, high school graduate/GED, type 35 wpm with previous experience

Computerized Business Skills (Business)

Occupational Objective(s): *Receptionists*

Approximate Cost to Complete: \$7,625

Average Time to Complete: 7.5 months (750 hours)

Self-Paced Learning? No

Program Entry Requirements: Call for information

Computerized Business Skills (Vocational)

Occupational Objective(s): *Receptionists*

Approximate Cost to Complete: \$7,375

Average Time to Complete: 7.5 months (750 hours)

Self-Paced Learning? No

Program Entry Requirements: Call for information

Computerized Office Assistant

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$5,500

Average Time to Complete: 15 weeks (450 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, high school graduate/GED

Data Entry Technician

Occupational Objective(s): *Bookkeeping/Accounting Clerks, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$4,950

Average Time to Complete: 20-24 weeks (525 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, high school graduate/GED

Executive Office Administration

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$12,100

Average Time to Complete: 12.5 months (1,250 hours)

Self-Paced Learning? No

Program Entry Requirements: Call for information

Legal Office Administration

Occupational Objective(s): *Secretaries - Legal*

Approximate Cost to Complete: \$12,160

Average Time to Complete: 12.5 months (1,500 hours)

Self-Paced Learning? No

Program Entry Requirements: Call for information

Legal Secretary

Occupational Objective(s): *Secretaries - Legal*

Approximate Cost to Complete: \$9,750

Average Time to Complete: 10 months (1,000 hours)

Self-Paced Learning? No

Program Entry Requirements: Call for information

Medical Administrative Assistant

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$12,750

Average Time to Complete: 12.5 months (1,250 hours)

Self-Paced Learning? No

Program Entry Requirements: Call for information

Medical Administrative/Clinical Assistant

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$12,965

Average Time to Complete: 12.5 months (1,250 hours)

Self-Paced Learning? No

Program Entry Requirements: Call for information

Medical Billing and Coding Technician (Day)

Occupational Objective(s): *Billing Clerks - Medical*

Approximate Cost to Complete: \$7,775

Average Time to Complete: 7.5 months (750 hours)

Self-Paced Learning? No

Program Entry Requirements: Call for information

Medical Billing and Coding Technician (Evening)

Occupational Objective(s): *Billing Clerks - Medical*

Approximate Cost to Complete: \$7,775

Average Time to Complete: 12 months (750 hours)

Self-Paced Learning? No

Program Entry Requirements: Call for information

Empire College - continued

Medical Clinical Assistant - Modified (Option 1)

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$5,050

Average Time to Complete: 20-24 weeks (575 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, high school graduate/GED

Medical Clinical Assistant - Modified (Option 2)

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$5,150

Average Time to Complete: 25 weeks (625 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, high school graduate/GED

Medical Clinical Assistant (Day)

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$10,470

Average Time to Complete: 10 months (1,025 hours)

Self-Paced Learning? No

Program Entry Requirements: Call for information

Medical Clinical Assistant (Evening)

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$10,410

Average Time to Complete: 15 months (1,025 hours)

Self-Paced Learning? No

Program Entry Requirements: Call for information

Medical Receptionist

Occupational Objective(s): *Receptionists, Secretaries - Medical*

Approximate Cost to Complete: \$3,950

Average Time to Complete: 15-19 weeks (425 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, high school graduate/GED

Medical Receptionist/Insurance Clerk

Occupational Objective(s): *Billing Clerks - Medical, Receptionists, Secretaries - Medical*

Approximate Cost to Complete: \$4,950

Average Time to Complete: 20-24 weeks (525 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, high school graduate/GED

Medical Transcriptionist

Occupational Objective(s): *Medical Transcriptionists*

Approximate Cost to Complete: \$10,190

Average Time to Complete: 10 months (1,000 hours)

Self-Paced Learning? No

Program Entry Requirements: Call for information

Network Administrator

Occupational Objective(s): *Computer Network Administrators*

Approximate Cost to Complete: \$13,200

Average Time to Complete: 10 months (1,000 hours)

Self-Paced Learning? No

Program Entry Requirements: Call for information

Network Specialist

Occupational Objective(s): *Computer Support Specialists*

Approximate Cost to Complete: \$10,000

Average Time to Complete: 12 months (1,250 hours)

Self-Paced Learning? No

Program Entry Requirements: Call for information

Office Assistant

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$4,950

Average Time to Complete: 20-24 weeks (525 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, high school graduate/GED

Receptionist

Occupational Objective(s): *Receptionists*

Approximate Cost to Complete: \$3,950

Average Time to Complete: 15-19 weeks (425 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, high school graduate/GED

Travel and Hospitality Essentials

Occupational Objective(s): *Travel Agents, Hotel Desk Clerks*

Approximate Cost to Complete: \$7,125

Average Time to Complete: 7.5 months (750 hours)

Self-Paced Learning? No

Program Entry Requirements: Call for information

Fairfield-Suisun Adult School

Address: 1100 Civic Center Drive, Fairfield, CA 94533

Phone: 707-421-4155

Fax: 707-421-4158

Website: <http://www.fsusd.k12.ca.us>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Years in Operation: 36

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	Yes
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance/Online Learning:	Yes
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Certificate Program(s) Offered

Accounting Clerk

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$150

Average Time to Complete: 18 weeks (100 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Bookkeeping

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$150

Average Time to Complete: 27 weeks (158 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Certified Nursing Assistant

Occupational Objective(s): *Nurse Aides*

Approximate Cost to Complete: \$200 + fees

Average Time to Complete: 250 hours

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Home Health Aide

Occupational Objective(s): *Home Health Aides*

Approximate Cost to Complete: \$30

Average Time to Complete: 60 hours

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Medical Billing

Occupational Objective(s): *Billing Clerks - Medical*

Approximate Cost to Complete: \$50 + books

Average Time to Complete: 10 weeks (60 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, medical experience recommended

Medical Front Office

Occupational Objective(s): *Secretaries - Medical*

Approximate Cost to Complete: \$50 + books

Average Time to Complete: 10 weeks (60 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Office Automation/Clerical Training

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$250

Average Time to Complete: 22 weeks

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Falcon Truck School

Address: Bldg 487, Mare Island, Vallejo, CA 94592

Phone: 707-562-3580

Fax: 707-562-3583

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 19

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	Yes

Certificate Program(s) Offered

Truck Driving (Class A) Training

Occupational Objective(s): *Truck Drivers - Heavy/Tractor-Trailer*

Approximate Cost to Complete: \$3,100

Average Time to Complete: 4 weeks (160 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, good DMV driving record

Field Ironworker Apprenticeship

Address: 3130 Bayshore Road, Benicia, CA 94510

Phone: 707-746-7666

Fax: 707-746-0145

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? No

Years in Operation: 51

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	Yes

Apprenticeship Program(s) Offered

Ironworker Apprenticeship Program

Occupational Objective(s): *Ironworkers*

Approximate Cost to Complete: Union dues and tools

Average Time to Complete: 3 years

Self-Paced Learning? No

Program Entry Requirements: 18 years and high school diploma/GED

Golden Gate Baptist Theological Seminary

Address: 201 Seminary Drive, Mill Valley, CA 94941

Phone: 415-388-8080

Fax: 415-383-0723

Website: <http://www.ggbts.edu>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 57

Accreditation: Western Association of Schools and Colleges, Association of Theological Schools

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	Yes	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	Yes
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Degree Program(s) Offered

Contextualized Leadership Development

Diploma of Christian Education

Diploma of Theology - ELD

Doctor of Ministry

Master of Arts in Christian Education

Master of Arts in Theological Studies

Master of Arts in Worship Leadership

Master of Divinity

Master of Music in Church Music

Master of Theology

H & R Block Tax Training School

Address: 9000 Northgate Mall, San Rafael, CA 94903

Phone: 800-HRBLOCK

Fax: 415-479-9885

Website: <http://www.hrblock.com>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Accreditation: California Tax Education Council

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	No	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	Yes
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	Yes

Certificate Program(s) Offered

Certified Tax Preparer

Occupational Objective(s): *Tax Preparers*

Approximate Cost to Complete: \$199

Average Time to Complete: 11 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

Hands On Computer Learning Center

Address: 223 Southwest Blvd., Rohnert Park, CA 94928

Phone: 707-795-4895

Fax: 707-795-1836

Website: <http://www.handsoncomputers.com>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? No

Years in Operation: 5

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	Yes

Certificate Program(s) Offered

Computer Information System Specialist

Occupational Objective(s): *Computer Network Administrators, Computer Network Technicians, Computer Service Technicians*

Approximate Cost to Complete: \$7,000

Average Time to Complete: 13 weeks (364 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

Heald College

Address: 2425 Mendocino Avenue, Santa Rosa, CA 95403

Phone: 707-525-1300

Note: This training provider has informed us that they will be closing this facility in 2002 and that they are no longer accepting new students.

Hypnotherapy Training Institute

Address: 4730 Alta Vista Avenue, Santa Rosa, CA 95404

Phone: 800-256-6448

Fax: 707-578-1033

Website: <http://www.sonic.net/hypno/>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 24

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	Yes
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Hypnotherapy Certification Training

Occupational Objective(s): *Hypnotherapists*

Approximate Cost to Complete: \$3,250 - 4,000

Average Time to Complete: 3-10 months (200 - 250 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

Information Management Instruction Training (IMIT)

Address: 951 Petaluma Blvd. South, Petaluma, CA 94952

Phone: 707-765-6214

Fax: 707-762-3716

Website: <http://www.imitschool.com>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 12

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	Yes
Academic Advising:	No	Veteran Assistance/Approved:	Yes

Certificate Program(s) Offered

Administrative Assistant

Occupational Objective(s): *Secretarial/Administrative Support Occupations, Receptionists*

Approximate Cost to Complete: \$6,006

Average Time to Complete: 14 weeks (420 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, pass TAB entrance exam

Customer Service Representative/Secretary

Occupational Objective(s): *Adjustment (Customer Service) Clerks, Customer Service Representatives, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$3,690

Average Time to Complete: 9 weeks (270 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, pass TAB entrance exam

Marketing Assistant (Online/Print Media)

Occupational Objective(s): *Desktop Publishing Specialists*

Approximate Cost to Complete: \$5,585

Average Time to Complete: 12 weeks (360 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, pass TAB entrance exam

Microcomputer Operator/LAN Tech

Occupational Objective(s): *Computer Network Technicians*

Approximate Cost to Complete: \$2,795

Average Time to Complete: 6 weeks (180 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, pass TAB entrance exam

Information Management Instruction Training (IMIT) - continued

PC Support/Network Engineer

Occupational Objective(s): *Computer Network Administrators, Computer Support Specialists*

Approximate Cost to Complete: \$7,418

Average Time to Complete: 420 hours

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, pass TAB entrance exam

Website Designer/Print Production Graphics

Occupational Objective(s): *Webmasters, Desktop Publishing Specialists*

Approximate Cost to Complete: \$4,128

Average Time to Complete: 16 weeks (450 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, pass TAB entrance exam

Institute for Educational Therapy

Address: 7981 Old Redwood Highway, Suite F, Cotati, CA 94931

Phone: 707-795-1284

Fax: 707-795-3375

Website: <http://www.iet.org>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Years in Operation: 12

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	Yes
Academic Advising:	Yes	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Certified Diet Counselor

Occupational Objective(s): *Dietitians and Nutritionists*

Approximate Cost to Complete: \$1,800 + books

Average Time to Complete: 6 months (200 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

Certified Diet Counselor (Home Study)

Occupational Objective(s): *Dietitians and Nutritionists*

Approximate Cost to Complete: \$1,875 + books

Average Time to Complete: 200 hours

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, high school graduate/GED

Certified Nutrition Consultant

Occupational Objective(s): *Dietitians and Nutritionists*

Approximate Cost to Complete: \$2,995 + books

Average Time to Complete: 12 months (350 hours)

Self-Paced Learning? No

Program Entry Requirements: Complete prerequisite course/program, 18 years or older, high school graduate/GED

Certified Nutrition Consultant (Home Study)

Occupational Objective(s): *Dietitians and Nutritionists*

Approximate Cost to Complete: \$2,995 + books

Average Time to Complete: 12 months

Self-Paced Learning? Yes

Program Entry Requirements: Complete prerequisite courses/program, 18 years or older, high school graduate/GED

Institute for Educational Therapy - continued

Certified Nutrition Educator

Occupational Objective(s): *Dietitians and Nutritionists*

Approximate Cost to Complete: \$1,750 + books

Average Time to Complete: 6 months (200 hours)

Self-Paced Learning? No

Program Entry Requirements: Complete prerequisite course/program, 18 years or older, high school graduate/GED

Certified Nutrition Educator (Home Study)

Occupational Objective(s): *Dietitians and Nutritionists*

Approximate Cost to Complete: \$1,750 + books

Average Time to Complete: 200 hours

Self-Paced Learning? Yes

Program Entry Requirements: Complete prerequisite course/program, 18 years or older, high school graduate/GED

IET Culinary Art Program: Whole Food Cooks

Occupational Objective(s): *Cooks - Restaurant*

Approximate Cost to Complete: \$4,650

Average Time to Complete: 5 months (450 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

Institute of Imaginal Studies: Graduate School & Research Center

Address: 47 Sixth Street, Petaluma, CA 94952

Phone: 707-765-1836

Fax: 707-765-2351

Website: <http://www.imaginal.edu>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 9

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Degree Program(s) Offered

Counseling Psychology (Master)

Psychology (Master)

Psychology (Doctorate)

J Bass & Associates

Address: 6400 Redwood Drive, Suite 203, Rohnert Park, CA 94928

Phone: 707-584-3488

Fax: 707-584-3605

Website: <http://www.jbass.com>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 11

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	Yes
Academic Advising:	No	Veteran Assistance/Approved:	Yes

Certificate Program(s) Offered

Administrative Assistant

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$4,500

Average Time to Complete: 10 weeks (300 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Computer Information System Professional

Occupational Objective(s): *Computer Network Administrators, Computer Network Technicians, Computer Support Specialists*

Approximate Cost to Complete: \$5,400

Average Time to Complete: 12 weeks (360 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Customer Service Representative

Occupational Objective(s): *Adjustment (Customer Service) Clerks, Customer Service Representatives, Salespersons - Retail*

Approximate Cost to Complete: \$3,600

Average Time to Complete: 8 weeks (240 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

E-Business

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: \$4,500

Average Time to Complete: 4 months

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Internet Information Specialist

Occupational Objective(s): *Multimedia Related Occupations, Webmasters*

Approximate Cost to Complete: \$5,400

Average Time to Complete: 12 weeks (360 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Microsoft Certified Systems Engineer (MCSE)

Occupational Objective(s): *Computer Network Administrators, Computer Systems Analysts*

Approximate Cost to Complete: \$2,400

Average Time to Complete: 12 weeks (6 seminars)

Self-Paced Learning? Yes

Program Entry Requirements: Complete prerequisite course/program

Small Business Administrator

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: \$5,400

Average Time to Complete: 12 weeks (360 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Jackson Hewitt Tax School

Address: 1501 Tennessee Street, Vallejo, CA 94590

Phone: 707-647-3278

Fax: 707-647-0153

Website: <http://www.jacksonhewitt.com>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Years in Operation: 14

Accreditation: California Tax Education Council

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	Yes
Academic Advising:	No	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Advanced Tax Class

Occupational Objective(s): *Tax Preparers*

Approximate Cost to Complete: \$75

Average Time to Complete: 6 weeks

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, bondable, licensed

Basic Income Tax Preparation

Occupational Objective(s): *Tax Preparers*

Approximate Cost to Complete: \$125

Average Time to Complete: 2-12 weeks

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, bondable

Intermediate Tax Class

Occupational Objective(s): *Tax Preparers*

Approximate Cost to Complete: \$75

Average Time to Complete: 6 weeks

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, bondable, licensed

Jean Pierre International Models

Address: PMB 302 3336 N. Texas St. Suite J, Fairfield, CA 94533

Phone: 707-429-0802

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 22

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	No	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	No	Distance/Online Learning:	Yes
Academic Advising:	No	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Modeling

Occupational Objective(s): *Models*

Approximate Cost to Complete: \$1,500

Average Time to Complete: 3 months (60 hours)

Self-Paced Learning? No

Program Entry Requirements: 5 years or older

Julie Nation Academy

Address: 2455 Bennett Valley Road, Suite 110 A, Santa Rosa, CA 95404

Phone: 707-575-8585

Fax: 707-575-8596

Website: <http://www.julienation.com>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 28

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Fashion Merchandising

Occupational Objective(s): *Salespersons - Retail*

Approximate Cost to Complete: \$4,800

Average Time to Complete: 9 months

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

Personal Development

Occupational Objective(s): *Receptionists*

Approximate Cost to Complete: \$700

Average Time to Complete: 3 months

Self-Paced Learning? No

Program Entry Requirements: None

Professional Modeling

Occupational Objective(s): *Models*

Approximate Cost to Complete: \$1,760

Average Time to Complete: 6 months

Self-Paced Learning? No

Program Entry Requirements: None

TV and Film Acting

Occupational Objective(s): *Actors*

Approximate Cost to Complete: \$1,500

Average Time to Complete: 6 months

Self-Paced Learning? No

Program Entry Requirements: None

TV Commercial ActingOccupational Objective(s): *Actors*

Approximate Cost to Complete: \$750

Average Time to Complete: 3 months

Self-Paced Learning? No

Program Entry Requirements: None

Jupiter Hollow School for Massage

Address: P.O. Box 8043, Santa Rosa, Ca 95407

Phone: 707-584-7903

Fax: 707-588-9803

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 21

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Massage Certificate Program

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$1,000

Average Time to Complete: 3 months (101 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years of age

Le Melange Academy of Hair

Address: 931 Coombs Street, Napa, CA 94559

Phone: 707-257-7767

Fax: 707-257-8667

Website: <http://www.lemangeacademy.com>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 6

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Cosmetology

Occupational Objective(s): *Hairstylists*

Approximate Cost to Complete: \$6,901

Average Time to Complete: 10 months (1,600 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older, 10th grade education

Esthetician

Occupational Objective(s): *Estheticians*

Approximate Cost to Complete: \$4,821

Average Time to Complete: 4 months (600 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older, 10th grade education

Manicuring

Occupational Objective(s): *Manicurists*

Approximate Cost to Complete: \$2,199

Average Time to Complete: 10 weeks (400 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older, 10th grade education

Lewis Adult Education Center

Address: 2230 Lomas Avenue, Santa Rosa, CA 95404

Phone: 707-522-3280

Fax: 707-522-3289

Website: <http://www.lewisadult.com>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? No

Years in Operation: 32

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	Yes
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Beginning Computer-Applications

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$35

Average Time to Complete: 6 weeks (24 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Beginning Computer-Job Preparation

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$35

Average Time to Complete: Call for information

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Bookkeeping

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$80

Average Time to Complete: 6 months (240 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Computerized Bookkeeping

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$45

Average Time to Complete: 6 weeks (36 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Medical Terminology

Occupational Objective(s): *Secretaries - Medical*

Approximate Cost to Complete: \$65

Average Time to Complete: 4 months (240 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Office Practice

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$15

Average Time to Complete: 4 months (240 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Record Keeping

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$25 - \$75

Average Time to Complete: 8 weeks

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Software Applications (Word, Access, Excel, Publisher, Power Point)

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$55 + books

Average Time to Complete: Call for information

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Lifestream Massage School

Address: 3273 Claremont Way, Suite 208, Napa, CA 94558

Phone: 707-226-2090

Fax: 707-253-1359

Website: <http://www.lstreammassageschool.com>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 8

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	Yes
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Acupressure

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: Call for information

Average Time to Complete: 180 hours

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Massage Technician/Therapist

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$1,095

Average Time to Complete: 3 months (170 - 250 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Massage Therapist - Advanced

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: Call for information

Average Time to Complete: 280 hours

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Structural Transformation Bodywork

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: Call for information

Average Time to Complete: 180 hours

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Tui Na

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$600

Average Time to Complete: 188 hours

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Lytle's Redwood Empire Beauty College

Address: 186 Wikiup Drive, Santa Rosa, CA 95403

Phone: 707-545-8490

Fax: 707-545-7258

Website: <http://www.lytles-rebc.com>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? No

Years in Operation: 25

Accreditation: National Accrediting Commission of Cosmetology Arts and Sciences

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Certificate Program(s) Offered

Cosmetology

Occupational Objective(s): *Hairstylists*

Approximate Cost to Complete: \$10,064

Average Time to Complete: 12 months (1,600 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older, high school graduate/GED

Esthetician

Occupational Objective(s): *Estheticians*

Approximate Cost to Complete: \$6,104

Average Time to Complete: 6 months (600 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older, high school graduate/GED

Manicuring

Occupational Objective(s): *Manicurists*

Approximate Cost to Complete: \$3,628

Average Time to Complete: 14 weeks (400 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older, high school graduate/GED

Marin County Regional Occupational Program

Address: P.O. Box 4925, San Rafael, CA 94913

Phone: 415-499-5860

Fax: 415-491-6622

Website: <http://mcoeweb.marin.k12.ca.us/rop/default.htm>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Years in Operation: 31

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Automotive Technology

Occupational Objective(s): *Automotive Mechanics*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Business Office Technology

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Career Management

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Marin County ROP - continued

Certified Home Health Aide

Occupational Objective(s): *Home Health Aides*

Approximate Cost to Complete: Call for information

Average Time to Complete: 8 weeks

Self-Paced Learning? No

Program Entry Requirements: CNA certification

Certified Nurses Assistant

Occupational Objective(s): *Nurse Aides*

Approximate Cost to Complete: Call for information

Average Time to Complete: 1 semester

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Computer Graphics

Occupational Objective(s): *Graphic Art Technicians*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist), prior computer knowledge

Computer Skills 1 and 2

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Computerized Accounting

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Construction/Remodeling

Occupational Objective(s): *Carpenters*

Approximate Cost to Complete: Call for information

Average Time to Complete: 1-2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Cosmetology

Occupational Objective(s): *Hairstylists*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Design Occupations

Occupational Objective(s): *Drafters/CAD Operators*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Direct Support Professional

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: Call for information

Average Time to Complete: 6 weeks

Self-Paced Learning? No

Program Entry Requirements: 16 years or older, currently employed in the field

Early Childhood Occupations

Occupational Objective(s): *Child Care Workers/Providers, Teachers - Preschool*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Electronics/Engineering Academy

Occupational Objective(s): *Electrical and Electronic Assemblers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: Call for information

Esthetician

Occupational Objective(s): *Estheticians*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters (600 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Marin County ROP - continued

Fashion Design and Marketing

Occupational Objective(s): *Designers - Fashion/Apparel*
Approximate Cost to Complete: Call for information
Average Time to Complete: 2 semesters
Self-Paced Learning? No
Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Gourmet Catering and Creative Foods

Occupational Objective(s): *Food Service Related Occupations*
Approximate Cost to Complete: Call for information
Average Time to Complete: 2 semesters
Self-Paced Learning? No
Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Hospital/Health Occupations

Occupational Objective(s): *Healthcare Related Occupations*
Approximate Cost to Complete: Call for information
Average Time to Complete: 2 semesters (360 hours)
Self-Paced Learning? No
Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Manicuring

Occupational Objective(s): *Manicurists*
Approximate Cost to Complete: Call for information
Average Time to Complete: 2 semesters (400 hours)
Self-Paced Learning? No
Program Entry Requirements: 16 years or older

Multimedia/Digital Communications

Occupational Objective(s): *Multimedia Related Occupations*
Approximate Cost to Complete: Call for information
Average Time to Complete: 2 semesters
Self-Paced Learning? Yes
Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Personal Home Care Worker

Occupational Objective(s): *Personal and Home Care Aides*
Approximate Cost to Complete: Call for information
Average Time to Complete: 10 weeks
Self-Paced Learning? No
Program Entry Requirements: 16 years or older

Printing and Graphic Arts

Occupational Objective(s): *Graphic Art Technicians*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Radio Broadcasting Occupations

Occupational Objective(s): *Radio/Broadcasting Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

TV Production

Occupational Objective(s): *TV/Video Production Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Welding Occupations

Occupational Objective(s): *Welders and Cutters*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Word Processing

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Michael's Transportation School of Bus Driving

Address: 140 Yolano Drive, Vallejo, CA 94589

Phone: 707-643-2099

Fax: 707-643-1906

Website: <http://www.bustransportation.com>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 18

Accreditation: California Department of Education

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	Yes
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Certificate Program(s) Offered

Bus Driving

Occupational Objective(s): *Bus Drivers - School*

Approximate Cost to Complete: \$3,910

Average Time to Complete: 4-6 weeks (80 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, able to read English

Napa County Regional Occupational Program

Address: 1015 Kaiser Road, Napa, CA 94558

Phone: 707-253-6830

Fax: 707-253-6917

Website: <http://www.napanet.net/education/ncoe>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Agricultural Mechanics

Occupational Objective(s): *Farm Equipment Mechanics*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Applied Animal Science Practices

Occupational Objective(s): *Veterinary/Animal Health Technicians*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Automotive Services

Occupational Objective(s): *Automotive Mechanics*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Napa County ROP - continued

Business Technology & Computer Applications

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Careers in Child Development

Occupational Objective(s): *Child Care Workers/Providers, Teachers - Preschool*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Careers in Finance

Occupational Objective(s): *Tellers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Computer Repair Technician

Occupational Objective(s): *Computer Service Technicians*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Construction Technology

Occupational Objective(s): *Carpenters*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Cosmetology

Occupational Objective(s): *Hairstylists*

Approximate Cost to Complete: Call for information

Average Time to Complete: 1,600 hours

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Drafting & Engineering

Occupational Objective(s): *Drafters/CAD Operators*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Hospitality Services

Occupational Objective(s): *Hosts and Hostesses*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Landscape Management

Occupational Objective(s): *Landscaping/Groundskeeping/Nursery Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Manicuring

Occupational Objective(s): *Manicurists*

Approximate Cost to Complete: Call for information

Average Time to Complete: 350 hours

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Nursing Assistant-Pre-Certification

Occupational Objective(s): *Nurse Aides*

Approximate Cost to Complete: Call for information

Average Time to Complete: 1 semester

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Ornamental Horticulture

Occupational Objective(s): *Landscaping/Groundskeeping/Nursery Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Napa County ROP - continued

Printing and Graphics

Occupational Objective(s): *Graphic Art Technicians*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Publications Production

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Student Store

Occupational Objective(s): *Salespersons - Retail*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Telecommunications & Electronics Technology

Occupational Objective(s): *Electrical and Electronic Assemblers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Veterinary Practices

Occupational Objective(s): *Veterinary Assistants*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Viticulture Practices

Occupational Objective(s): *Agricultural Related Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Napa Valley Adult School

Address: 2447 Old Sonoma Road, Napa, CA 94558

Phone: 707-253-3916

Fax: 707-253-3828

Website: <http://www.adulted.nvusd.k12.ca.us>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Years in Operation: 24

Accreditation: California Department of Education

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	Yes	GED Assistance:	Yes
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance/Online Learning:	Yes
Academic Advising:	Yes	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Accounting/Bookkeeping

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$200

Average Time to Complete: 9-12 months

Self-Paced Learning? Yes

Program Entry Requirements: 16 years or older

Computer Operations Level I

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$75 + lab fees

Average Time to Complete: 2 months (128 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 16 years or older

Computer Operations Level II

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$121 + lab fees + books

Average Time to Complete: 2 months (128 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 16 years or older

Computer Operations Level III

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$121 + lab fees + books

Average Time to Complete: 2 months (128 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 16 years or older

Napa Valley Adult School - continued

Electricity, Basic

Occupational Objective(s): *Electricians*

Approximate Cost to Complete: \$80

Average Time to Complete: 10 weeks

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Heating, Air Conditioning & Refrigeration

Occupational Objective(s): *HVAC Mechanics and Technicians*

Approximate Cost to Complete: \$80

Average Time to Complete: 10 weeks

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Medical Assistant

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$794

Average Time to Complete: 16 weeks + practice (272 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Call for Information

Office Occupations Level I

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$105 + lab fees + books

Average Time to Complete: 3 months (192 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 16 years or older

Office Occupations Level II

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$156 + lab fees + books

Average Time to Complete: 3 months (192 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 16 years or older

Office Occupations Level III

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$121 + lab fees + books

Average Time to Complete: 3 months (192 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 16 years or older

Online Courses

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: Call for information

Napa Valley College

Address: 2277 Napa-Vallejo Highway, Napa, CA 94558

Phone: 707-253-3000

Fax: 707-253-3064

Website: <http://www.nvc.cc.ca.us>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Years in Operation: 57

Accreditation: Western Association of Schools and Colleges

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	Yes	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Associate Degree Program(s) Offered

Administration of Justice
 Biomedical Electronics Technology
 Business: Accounting
 Business: Business & Commerce
 Business: Computer Studies
 Business: Management & Marketing
 Business: Office Administration Studies
 Child & Family Studies
 Communications/CATV Technology
 Digital Design Graphics Technology
 Electronics Technology
 Humanities & Fine Arts
 Machine Tool Technology
 Natural Science & Mathematics
 Nursing (RN)
 Photography Technology
 Psychiatric Technician
 Respiratory Therapy
 Social & Behavioral Sciences
 Telecommunications Technology
 Viticultural Science
 Vocational Nursing
 Welding Technology
 Wildlife Law Enforcement
 Wine Marketing and Sales
 Winemaking

Napa Valley College - continued

Certificate Program(s) Offered

Biomedical Electronics Technology

Occupational Objective(s): *Biomedical Equipment Repairers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Bookkeeping

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2-3 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Child & Family Studies

Occupational Objective(s): *Child Care Workers/Providers, Teachers - Preschool*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Communications/CATV Technology

Occupational Objective(s): *TV/Video Production Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Complaint Dispatch

Occupational Objective(s): *Dispatchers - Emergency*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 1 semester (1 course)

Self-Paced Learning? No

Program Entry Requirements: None

Computer Studies

Occupational Objective(s): *Computer Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Corrections/Probation

Occupational Objective(s): *Correction Officers, Probation Officers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

CosmetologyOccupational Objective(s): *Hairstylists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2-3 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Digital Design Graphics Technology - GeneralOccupational Objective(s): *Drafters/CAD Operators*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Electronics TechnologyOccupational Objective(s): *Electrical/Electronic Engineering Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Emergency Medical TechnicianOccupational Objective(s): *Emergency Medical Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 1 semester

Self-Paced Learning? No

Program Entry Requirements: First Aid, basic anatomy and physiology

Law EnforcementOccupational Objective(s): *Law Enforcement Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Machine Tool TechnologyOccupational Objective(s): *Machinists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Management Information SystemsOccupational Objective(s): *Computer Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Napa Valley College - continued

Micro-Computer Applications Specialist

Occupational Objective(s): *Computer Support Specialists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Network Technology

Occupational Objective(s): *Computer Network Administrators, Computer Support Specialists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: None

Office Assistant Studies

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Paralegal Studies

Occupational Objective(s): *Paralegals, Secretaries - Legal*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Photography Technology

Occupational Objective(s): *Photographers, Photographic Laboratory Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Police Academy

Occupational Objective(s): *Law Enforcement Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 1-2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Psychiatric Technician

Occupational Objective(s): *Psychiatric Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Security Professional

Occupational Objective(s): *Law Enforcement Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: None

Telecommunications Technology

Occupational Objective(s): *Electrical/Electronic Engineering Technicians, Telecommunications Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Viticulture & Winery Technology

Occupational Objective(s): *Agricultural Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Vocational Nursing

Occupational Objective(s): *Licensed Vocational Nurses*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Welding Technology

Occupational Objective(s): *Welders and Cutters*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Wildlife Law Enforcement

Occupational Objective(s): *Game Wardens*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2-3 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Wine Marketing & Sales

Occupational Objective(s): *Sales Representatives*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

National Neon Institute

Address: 1070 Tyler Street, Benicia, CA 94510

Phone: 800-626-4217

Fax: 707-747-6186

Website: <http://www.neonschool.com>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 10

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	No	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	Yes

Certificate Program(s) Offered

Neon Sign Fabricator

Occupational Objective(s): *Neon Sign Fabricators*

Approximate Cost to Complete: \$6,500

Average Time to Complete: 14 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, pass assessment exam

New Directions Learning Center (Fairfield and Vallejo Branches)

Address: 1300 Oliver Road, Suite 185, Fairfield, CA 95433

Phone: 707-435-1155

Fax: 707-435-1159

Website: <http://www.ndlchome.com>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Years in Operation: 8

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	Yes
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	Yes

Certificate Program(s) Offered

Billing Clerk - Advanced

Occupational Objective(s): *Medical Records Technicians*

Approximate Cost to Complete: \$6,920

Average Time to Complete: 29 weeks (580 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Evaluation interview and entrance assessment

Billing Clerk (Medical Insurance Billing with Terminology)

Occupational Objective(s): *Billing Clerks - Medical*

Approximate Cost to Complete: \$4,900

Average Time to Complete: 20 weeks (400 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Evaluation interview and entrance assessment

Bookkeeper

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$4,900

Average Time to Complete: 20 weeks (400 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Evaluation interview and entrance assessment

New Directions Learning Center - continued

Computerized Office Systems

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$4,900

Average Time to Complete: 20 weeks (400 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Evaluation interview and entrance assessment

Computerized Office Systems (A+ Computer Technician)

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$4,900

Average Time to Complete: 20 weeks (400 hours)

Self-Paced Learning? No

Program Entry Requirements: Evaluation interview and entrance assessment

General Clerk (Administrative Assistant)

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$6,920

Average Time to Complete: 29 weeks (580 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Evaluation interview and entrance assessment

General Clerk (Customer Service)

Occupational Objective(s): *Customer Service Representatives*

Approximate Cost to Complete: \$4,900

Average Time to Complete: 20 weeks (400 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Evaluation interview and entrance assessment

General Clerk (Microcomputer Specialist)

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$3,020

Average Time to Complete: 12 weeks (240 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Evaluation interview and entrance assessment

General Clerk/Customs Dispatcher

Occupational Objective(s): *Dispatchers, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$4,900

Average Time to Complete: 20 weeks

Self-Paced Learning? Yes

Program Entry Requirements: Evaluation interview/assessment tests

Medical Transcriber (With Terminology)

Occupational Objective(s): *Medical Transcriptionists*

Approximate Cost to Complete: \$4,900

Average Time to Complete: 20 weeks (400 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Evaluation interview and entrance assessment

Operating Engineers JAC

Address: 6225 State Farm Drive, Suite 100, Rohnert Park, CA 94928

Phone: 707-585-3430

Fax: 707-585-3511

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? No

Years in Operation: 29

Accreditation: Accrediting Council for Continuing Education and Training

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Apprenticeship Program(s) Offered

Operating Engineer Apprenticeship Training

Occupational Objective(s): *Operating Engineers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 years (6,400 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

OSC Computer Training

Address: 364 Pittman Road, Suite 7, Suisun City, CA 94585

Phone: 707-864-6062

Fax: 707-864-6064

Website: <http://www.osc-ct.com>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 12

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	Yes
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Certificate Program(s) Offered

Automated Office Specialist

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$5,300

Average Time to Complete: 20 weeks

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Bookkeeping

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$5,300

Average Time to Complete: 20 weeks

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Medical Billing

Occupational Objective(s): *Billing Clerks - Medical*

Approximate Cost to Complete: \$5,350

Average Time to Complete: 20 weeks

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Micro Computer Operator

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$3,150

Average Time to Complete: 10 weeks

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Pacific Union College

Address: 1 Angwin Ave., Angwin, CA 94508

Phone: 707-862-7080

Fax: 707-965-6432

Website: <http://www.puc.edu>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? No

Years in Operation: 119

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	No	ESL Course/Program:	Yes
Child Care Services On-Site:	Yes	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance/Online Learning:	Yes
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Degree Program(s) Offered

Aviation (Bachelor)

Behavioral Science (Bachelor)

Biochemistry (Bachelor)

Biology (Bachelor)

Biophysics (Bachelor)

Business Administration: Accounting (Bachelor)

Business Administration: Administrative Services (Bachelor)

Business Administration: Fashion Marketing (Bachelor)

Business Administration: Finance (Bachelor)

Business Administration: General Business (Bachelor)

Business Administration: Information Systems (Bachelor)

Business Administration: International Business (Bachelor)

Business Administration: Management (Bachelor)

Business Administration: Marketing (Bachelor)

Business: Long Term Health Care (Bachelor)

Chemistry (Bachelor)

Communication (Bachelor)

Computer Science: Data Processing & Management (Bachelor)

Digital Media Technology (Bachelor)

Early Child Education (Associate)

Early Child Education (Bachelor)

English: British & American Literature (Bachelor)

English: English as a Second Language (Certificate, Bachelor)

English: English Education (Bachelor)

Pacific Union College - continued

English: Writing (Bachelor)
Fine Arts (Bachelor)
Foods & Nutrition (Associate)
Foods & Nutrition (Bachelor)
French (Bachelor)
Graphic Design (Bachelor)
Graphics Technology (Bachelor)
History (Bachelor)
Instructional Leadership (Graduate)
International Communication: French (Bachelor)
International Communication: German (Bachelor)
International Communication: Spanish (Bachelor)
Journalism (Bachelor)
Lay Ministries & Bible Instructor Training (Associate)
Liberal Studies (Bachelor)
Mathematics: Applied (Bachelor)
Mathematics: Mathematics Education
Mathematics: Pure Mathematics
Medical Technology (Bachelor)
Music (Bachelor)
Music Education (Bachelor)
Music: Performance (Bachelor)
Natural Science (Bachelor)
Nursing (Associate)
Nursing (Bachelor)
Office Administration (Bachelor)
Office Administration: Legal (Associate)
Office Administration: Medical (Associate)
Photography (Associate)
Photography (Bachelor)
Physical Education: Commercial Fitness Management (Bachelor)
Physical Education: Teacher Education (Bachelor)
Physics (Bachelor)
Piano Pedagogy (Associate)
Psychology (Bachelor)
Public Relations (Bachelor)
Religion (Bachelor)
Social Studies (Bachelor)
Social Work (Bachelor)
Spanish (Bachelor)
Teaching Credential: Elementary
Teaching Credential: Secondary
Theology (Bachelor)

Petaluma Adult Education

Address: 200 Douglas Street, Petaluma, CA 94952

Phone: 707-778-5083

Fax: 707-778-4822

Website: <http://www.petalumacityschools.org>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Years in Operation: 63

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	Yes
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance/Online Learning:	Yes
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Certificate Program(s) Offered

Certified Nurses Assistant

Occupational Objective(s): *Nurse Aides*

Approximate Cost to Complete: Call for information

Average Time to Complete: 10 weeks

Self-Paced Learning? No

Program Entry Requirements: Pass assessment test

Landscape Training

Occupational Objective(s): *Landscaping/Groundskeeping/Nursery Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 10 weeks

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment test

Medical Assistant

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$800

Average Time to Complete: 12 weeks

Self-Paced Learning? No

Program Entry Requirements: Pass assessment test

Office Assistant

Occupational Objective(s): *Secretarial/Administrative Support Occupations, Receptionist*

Approximate Cost to Complete: Call for information

Average Time to Complete: 10 weeks

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment test

Petaluma Adult Education - continued

Apprenticeship Program(s) Offered

Machining and Tooling Apprenticeship

Occupational Objective(s): *Machinists*

Approximate Cost to Complete: \$50 - \$60

Average Time to Complete: 4 years (480 hours)

Self-Paced Learning? No

Program Entry Requirements: Currently employed in the industry

Roofing and Waterproofing Apprenticeship

Occupational Objective(s): *Roofers*

Approximate Cost to Complete: \$5 book deposit

Average Time to Complete: 3 years (384 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Shop Ironworkers Apprenticeship

Occupational Objective(s): *Ironworkers, Welders and Cutters*

Approximate Cost to Complete: \$5 book deposit

Average Time to Complete: 4 years (480 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Redwood Computers

Address: 1318 Redwood Way, Suite 100, Petaluma, CA 94954

Phone: 707-795-1700

Fax: 707-795-1488

Website: <http://www.redwd.com>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 9

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance/Online Learning:	Yes
Academic Advising:	Yes	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Applications Support Specialist

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$5,200

Average Time to Complete: 12 weeks (416 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Call for information

Computer Networking and Communications

Occupational Objective(s): *Computer Network Technicians*

Approximate Cost to Complete: \$5,200

Average Time to Complete: 12 weeks (416 hours)

Self-Paced Learning? No

Program Entry Requirements: Call for information

Graphic Artist/Web Site Developer

Occupational Objective(s): *Graphic Art Technicians, Webmasters*

Approximate Cost to Complete: \$5,200

Average Time to Complete: 12 weeks (416 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Call for information

Redwood Empire Electrical JATC

Address: 1700 Corby Avenue, Suite F, Santa Rosa, CA 95407

Phone: 707-523-3837

Fax: 707-523-3829

Website: <http://www.ibewlocal551.org/apprentice.html>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 55

Accreditation: Division of Apprenticeship Standards

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	Yes

Apprenticeship Program(s) Offered

Electrical Apprenticeship

Occupational Objective(s): *Electricians*

Approximate Cost to Complete: \$1,100

Average Time to Complete: 5 years (8,000 OJT hours, 1,000 classroom hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

Sound and Communications Apprenticeship

Occupational Objective(s): *Telecommunications Technicians*

Approximate Cost to Complete: \$600

Average Time to Complete: 3 years (6,000 OJT hours, 700 classroom hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

Saint Mary's College of California

Address: 320 Campus Lane, Suite D, Suisun, CA 94585

Phone: 800-538-9999

Fax: 707-864-6768

Website: <http://www.stmarys-ca.edu>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? No

Years in Operation: 3

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Degree Program(s) Offered

Health Services Administration (Bachelor)

Management (Bachelor)

San Francisco Theological Seminary

Address: 2 Kensington Road, San Anselmo, CA 94960

Phone: 415-258-6500

Fax: 415-258-1608

Website: <http://www.sfts.edu>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Years in Operation: 128

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	Yes	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Degree Program(s) Offered

Art of Spiritual Direction (Certificate)

Divinity (Master)

Ministry (Doctorate)

Theological Studies (Master)

Santa Rosa Junior College

Address: 1501 Mendocino Avenue, Santa Rosa, CA 95401

Phone: 707-527-4011

Fax: 707-527-4816

Website: <http://www.santarosa.edu>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Years in Operation: 84

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	Yes	GED Assistance:	Yes
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance/Online Learning:	Yes
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Associate Degree Program(s) Offered

Administration of Justice

Aeronautical and Aviation Technology

African American Studies

Agriculture

American Sign Language

Anatomy

Anthropology

Applied Graphics

Applied Technology

Apprenticeship Education

Art

Astronomy

Automotive Technology

Banking and Financial Services

Behavioral Science

Biology

Botany

Business Administration

Business Bookkeeping

Business Data Processing

Business Management

Business Marketing

Business Office Technology

Business, General

Chemistry

Santa Rosa Junior College - continued

Chicano Studies
Child Development
Chinese
Civil and Surveying Technology
Clothing/Textiles
Communication Studies
Computer and Information Sciences
Construction Technology
Consumer and Family Studies
Consumer Issues
Culinary Training
Dental Assisting
Dental Hygiene
Diesel Equipment Technology
Dietetic Technology
Earth and Space Sciences
Economics
Electronic Technology
Emergency Medical Care
Engineering
English
English as a Second Language
Environmental Science
Environmental Studies
Environmental Technology
Fashion
Fire Technology
Floristry
Food/Nutrition
French
Geography
Geology
German
Health Care
Health Education
History
Humanities
Interdisciplinary Studies
Interior Design
Italian
Japanese
Journalism
Latin
Library Science
Life Science

Machine Tool Technology
Mathematics
Media
Medical Assistant
Meteorology
Modern and Classical Languages
Music
Native American Studies
Natural Resource Management
Nursing - Aide
Nursing - Associate Degree
Nursing - Vocational
Oceanography
Optical Technology
Philosophy
Physical Education
Physical Science
Physics
Physiology
Political Science
Psychiatric Technician
Psychology
Radiologic Technology (X-Ray)
Real Estate
Religious Studies
Russian
Social Science
Sociology
Spanish
Speech
Theater Arts
Welding

Certificate Program(s) Offered

Account Clerk

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 1 semester/8 weeks (intensive)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Accountant Assistant

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Santa Rosa Junior College - continued

Administrative Assistant

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Adobe Application Specialist

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Adobe Certification: Page Maker, PhotoShop

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Aeronautical and Aviation Technology

Occupational Objective(s): *Aircraft Pilots*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Agribusiness

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Animal Science

Occupational Objective(s): *Veterinary/Animal Health Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Applied Graphics

Occupational Objective(s): *Graphic Art Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Architectural Technician

Occupational Objective(s): *Drafters/CAD Operators*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 4 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Associate Teacher/Teacher

Occupational Objective(s): *Teachers - Preschool*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 1-4 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Athletic Training

Occupational Objective(s): *Instructors/Coaches - Sports/Physical Training*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 4 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Automotive Technology

Occupational Objective(s): *Automotive Mechanics*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 2-4 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Baking and Pastry

Occupational Objective(s): *Bakers and Pastry Chef*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 1 semester
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Basic Construction Industry

Occupational Objective(s): *Call for information*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 2 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Bookkeeper Assistant

Occupational Objective(s): *Bookkeeping/Accounting Clerks*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 2 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Santa Rosa Junior College - continued

Bookkeeping

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Children and the Justice System

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Cisco Certification

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Civil and Surveying Technology

Occupational Objective(s): *Surveying and Mapping Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Client Service Specialist

Occupational Objective(s): *Human Service Workers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Community Health Worker

Occupational Objective(s): *Human Service Workers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 12 months

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Computerized Office Training

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Construction Management Technician

Occupational Objective(s): *Construction Managers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Corrections

Occupational Objective(s): *Correction Officers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Culinary Training

Occupational Objective(s): *Cooks - Restaurant*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Dental Assistant, Registered

Occupational Objective(s): *Dental Assistants*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 22 months or 11 months (intensive)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Dental Hygiene

Occupational Objective(s): *Dental Hygienists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 24 months

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Diesel Equipment Technology

Occupational Objective(s): *Bus and Truck Mechanics*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Dietetic Technology

Occupational Objective(s): *Dietetic Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Santa Rosa Junior College - continued

Dispatcher, Public Safety

Occupational Objective(s): *Dispatchers - Emergency*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Early Intervention Assistant

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Electronic Technology

Occupational Objective(s): *Electrical/Electronic Engineering Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Emergency Medical Technician

Occupational Objective(s): *Emergency Medical Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 1 semester

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Emergency Medical Technician/Paramedic

Occupational Objective(s): *Emergency Medical Technicians - Paramedics*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 12 months

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Equine Science

Occupational Objective(s): *Veterinary Technician*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Estimating

Occupational Objective(s): *Cost Estimators*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2-3 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Fashion Studies, Apparel Design and ProductionOccupational Objective(s): *Designers - Fashion/Apparel*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Fashion Studies, Custom Clothing/AlterationsOccupational Objective(s): *Tailors and Sewers - Custom*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Fashion Studies, MerchandisingOccupational Objective(s): *Salespersons - Retail*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Fire TechnologyOccupational Objective(s): *Firefighters*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

FloristryOccupational Objective(s): *Floral Designers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Front House OperationsOccupational Objective(s): *Cooks - Restaurant*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 1 semester

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

General AgricultureOccupational Objective(s): *Agricultural Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Santa Rosa Junior College - continued

General Media

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Horticulture/Landscape Management

Occupational Objective(s): *Landscaping/Groundskeeping/Nursery Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Hospitality

Occupational Objective(s): *Hotel Desk Clerks*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Human Resources Administration

Occupational Objective(s): *Personnel/Human Resources Specialists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 1 semester

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Human Services

Occupational Objective(s): *Human Service Workers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Interior Design

Occupational Objective(s): *Interior Designers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Juvenile Counselor

Occupational Objective(s): *Human Service Workers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Law Enforcement

Occupational Objective(s): *Correction Officers, Law Enforcement Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Legal Office Specialist

Occupational Objective(s): *Paralegals, Secretaries - Legal*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Machine Tool Technology

Occupational Objective(s): *Machinists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Medical Assisting, Administrative

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Medical Assisting, Administrative and Clinical

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Medical Assisting, Clinical

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Medical Insurance Claims Processing

Occupational Objective(s): *Billing Clerks - Medical*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Santa Rosa Junior College - continued

Medical Transcription

Occupational Objective(s): *Medical Transcriptionists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Microcomputer Systems Specialist

Occupational Objective(s): *Computer Service Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Microcomputer Systems User

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Microsoft Office Specialist

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Microsoft Office User

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Natural Resource Conservation Technology

Occupational Objective(s): *Forest and Conservation Workers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Networking with Microsoft Windows

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Nurse Assistant/Home Health Aide

Occupational Objective(s): *Home Health Aides, Nurse Aides*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 17 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Nursery Production

Occupational Objective(s): *Landscaping/Groundskeeping/Nursery Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Nursing (LVN)

Occupational Objective(s): *Licensed Vocational Nurses*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Nursing (RN)

Occupational Objective(s): *Registered Nurses*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Office Management

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Office Worker, Entry-Level

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 1 semester/8 weeks (intensive)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Park and Recreation Technology

Occupational Objective(s): *Recreation Workers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Santa Rosa Junior College - continued

Payroll Clerk

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 1-2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Plant Science

Occupational Objective(s): *Agricultural Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Police Academy, Basic

Occupational Objective(s): *Law Enforcement Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 20 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Probation Officer, Basic

Occupational Objective(s): *Probation Officers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Psychiatric Technician

Occupational Objective(s): *Psychiatric Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Radiologic Technology

Occupational Objective(s): *Radiologic Technologists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 25 months

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Ranger Academy

Occupational Objective(s): *Forest and Conservation Workers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 7 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Real Estate

Occupational Objective(s): *Real Estate Agents, Real Estate Brokers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Retail Merchandising Management

Occupational Objective(s): *Sales Managers - Retail*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Sales and Marketing

Occupational Objective(s): *Sales Representatives*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

School Age Care

Occupational Objective(s): *Call for Information*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Small Business Management

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Supervisory Management

Occupational Objective(s): *Office Managers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Support Services

Occupational Objective(s): *Cooks - Restaurant*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 16 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Santa Rosa Junior College - continued

Tax Assistant Clerks

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Teleservices Mastery Certificate

Occupational Objective(s): *Customer Service Representatives*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 1 semester

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Unix Linux

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Viticulture Management

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Web Content Developer: Dream Weaver, FrontPage, GoLive, HTML

Occupational Objective(s): *Webmasters*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 8 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Website Development

Occupational Objective(s): *Webmasters*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Welding Technology

Occupational Objective(s): *Welders and Cutters*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Wine Marketing and Sales

Occupational Objective(s): *Sales Representatives*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

School of Thai Traditional Medical Massage

Address: 90 Homestead Blvd, Mill Valley, CA 94941

Phone: 415-383-4492

Website: <http://www.thai-massage.com>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Massage

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: Call for information

Thai Body Massage

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: Call for information

Average Time to Complete: 105 class hours

Self-Paced Learning? No

Program Entry Requirements: call for information

Thai Relaxation Massage

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: Call for information

Average Time to Complete: 50 hours

Self-Paced Learning? No

Program Entry Requirements: Call for information

Sebastopol Massage Center

Address: 108 North Main Street, Suite 5, Sebastopol, CA 95472

Phone: 707-823-3550

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 18

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Certificate Program(s) Offered

Massage Therapy

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$850

Average Time to Complete: 2 months (150 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, or parental permission

Sheet Metal Training School Local 104

Address: 1250 Petaluma Blvd. North, Petaluma, CA 94952

Phone: 707-762-0181

Fax: 707-763-6676

Website: <http://www.smw104.org/school.html>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? No

Years in Operation: 31

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	Yes

Apprenticeship Program(s) Offered

Air Conditioning Specialist

Occupational Objective(s): *HVAC Mechanics and Technicians, Sheet Metal Workers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 years

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, 16 with parental consent

Service Technician

Occupational Objective(s): *HVAC Mechanics and Technicians*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 years

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, 16 with parental consent

Sheet Metal Worker

Occupational Objective(s): *Sheet Metal Workers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 5 years

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, 16 with parental consent

Solano Community College

Address: 4000 Suisun Valley Road, Suisun, CA 94585

Phone: 707-864-7171

Fax: 707-864-7175

Website: <http://www.solano.cc.ca.us>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 56

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	Yes	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance/Online Learning:	Yes
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Associate Degree Program(s) Offered

Accounting
 Aeronautics
 Art
 Automotive Body and Repair
 Automotive Mechanics
 Automotive Technology
 Banking and Financial - Bank Operation
 Biology
 Biotechnology Production Technology
 Business
 Business - Office Technology
 Chemistry
 Communications Studies
 Computer and Information Science
 Cosmetology
 Criminal Justice - Corrections
 Criminal Justice - Law Enforcement Administration
 Drafting Technology
 Early Childhood Education
 Electronics - Computer Service Technology
 English
 Ethnic and Cultural Studies
 Fashion Merchandising
 Fine Arts
 Fire Technology

Solano Community College - continued

Foreign Languages
History
Home Economics
Human Services
Industrial Management - Safety
Journalism
Liberal Arts
Maintenance Technology
Management
Marketing
Mathematics
Music
Nursing (RN)
Ornamental Horticulture
Physical Education
Physics
Political Science
Professional Photography
Psychology
Real Estate
Science: General
Social Science
Sports Medicine/Fitness Science
Telecommunications
Television Service Technology
Theater Arts
Water and Wastewater Technology
Welding - Industrial Technology
Welding Technology

Certificate Program(s) Offered

Account Clerk

Occupational Objective(s): *Bookkeeping/Accounting Clerks*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 18 months (272 hours)
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Accounting

Occupational Objective(s): *Bookkeeping/Accounting Clerks*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 2 years (386 hours)
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Aeronautics (Airframe)Occupational Objective(s): *Aircraft Mechanics*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (1,372 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Aeronautics (Powerplant)Occupational Objective(s): *Aircraft Mechanics*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (1,372 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Auto CAD Drafting TechnicianOccupational Objective(s): *Drafters/CAD Operators*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 15 months (208 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older or high school graduate/GED

Auto MechanicsOccupational Objective(s): *Automotive Mechanics*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (474 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Automotive Body and RepairOccupational Objective(s): *Auto Body Repairers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (1,460 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Automotive TechnicianOccupational Objective(s): *Automotive Mechanics*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (1,280 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Banking and FinanceOccupational Objective(s): *Tellers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 18 months (288 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Solano Community College - continued

Biotechnology Production Technician

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (480 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Business - Administrative Assistant

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (504 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Business - Legal Specialist

Occupational Objective(s): *Paralegals*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (480 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Business - Medical Office Specialist

Occupational Objective(s): *Secretaries - Medical*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (480 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Business - Medical Transcription Specialist

Occupational Objective(s): *Medical Transcriptionists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (480 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Certified Nursing Assistant

Occupational Objective(s): *Nurse Aides*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 6 months or less (72 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Computer Applications Specialist

Occupational Objective(s): *Computer Support Specialists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 18 months (288 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Computer Network Administration

Occupational Objective(s): *Computer Network Administrators*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (576 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older or high school graduate/GED

Computer Programming

Occupational Objective(s): *Computer Programmers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (526 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Cosmetology

Occupational Objective(s): *Hairstylists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (1,600 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Criminal Justice - Corrections

Occupational Objective(s): *Correction Officers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (480 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Criminal Justice - Law Enforcement

Occupational Objective(s): *Law Enforcement Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (480 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Drafting Technician

Occupational Objective(s): *Drafters/CAD Operators*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 12-24 months (1,230 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Early Childhood Education

Occupational Objective(s): *Child Care Workers/Providers, Teachers - Preschool*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (512 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Solano Community College - continued

Electronics - Computer Servicing Technician

Occupational Objective(s): *Computer Service Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 18 months (1,000 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Fashion Merchandising

Occupational Objective(s): *Salespersons - Retail*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (2,880 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Fire Technology

Occupational Objective(s): *Firefighters*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (480 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Floral Worker

Occupational Objective(s): *Floral Designers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 1 year (64 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older or high school graduate/GED

General Office Assistant

Occupational Objective(s): *Secretarial/Administrative Support Occupations, Receptionists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 18 months (288 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Hazardous Materials Worker

Occupational Objective(s): *Hazardous Materials Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 6 months or less (48 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Hazardous Substance and Waste Handling Technician

Occupational Objective(s): *Hazardous Materials Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 18 months (312 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Home Based Computer Processor

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 18 months (288 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Home Economics

Occupational Objective(s): *Dietetic Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 1 year (864 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Human Services

Occupational Objective(s): *Human Service Workers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 1 year (1,080 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Industrial Management - Safety

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 18 months

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Landscape Worker

Occupational Objective(s): *Landscaping/Groundskeeping/Nursery Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 1 year (64 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Legal Office Assistant

Occupational Objective(s): *Secretaries - Legal*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 18 months (288 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Maintenance Technician

Occupational Objective(s): *Maintenance Repairers - General Utility*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (1,030 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Solano Community College - continued

Management - Small Business

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (398 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Management - TQM Equipment

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (576 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Management Supervision - TQM Emphasis

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (432 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Marketing

Occupational Objective(s): *Salespersons - Retail*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (432 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Medical Office Assistant

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 18 months (288 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Microcomputer Applications

Occupational Objective(s): *Computer Support Specialists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (576 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Nail Technician

Occupational Objective(s): *Manicurists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 1 year (192 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Network Assistant

Occupational Objective(s): *Computer Network Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 18 months (288 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Ornamental Horticulture

Occupational Objective(s): *Landscaping/Groundskeeping/Nursery Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (738 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Plant Maintenance Worker

Occupational Objective(s): *Maintenance Repairers - General Utility*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 1 year (144 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Professional Photography

Occupational Objective(s): *Photographers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (784 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Real Estate

Occupational Objective(s): *Real Estate Agents, Real Estate Brokers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (384 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Retail Clerk

Occupational Objective(s): *Salespersons - Retail*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 18 months (320 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Television Servicing

Occupational Objective(s): *Electronic Home Entertainment Equipment Repairers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (576 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Solano Community College - continued

Water and Wastewater Technology

Occupational Objective(s): *Water Treatment Plant Operators*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (1,136 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Welding - Industrial Technician

Occupational Objective(s): *Welders and Cutters*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (694 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Welding Equipment Operator

Occupational Objective(s): *Welders and Cutters*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 1 year (144 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Welding Technician

Occupational Objective(s): *Welders and Cutters*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (1,460 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Solano County Regional Occupational Program

Address: 2460 Clay Bank Road, Fairfield, CA 94533

Phone: 707-421-6525

Fax: 707-429-1360

Website: <http://www.solanocoe.k12.ca.us>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Years in Operation: 19

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	Yes

Certificate Program(s) Offered

Agricultural Practices

Occupational Objective(s): *Farm Equipment Operators*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Air Conditioning, Heating, Ventilation and Refrigeration

Occupational Objective(s): *HVAC Mechanics and Technicians*

Approximate Cost to Complete: \$200

Average Time to Complete: 9 months

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Auto Mechanics

Occupational Objective(s): *Automotive Mechanics*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Solano County ROP - continued

Body and Fender Repair

Occupational Objective(s): *Auto Body Repairers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Business Computer Applications

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Career Teaching Paths

Occupational Objective(s): *Teachers - Preschool*

Approximate Cost to Complete: Call for Information

Average Time to Complete: 12 months

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Careers with Children

Occupational Objective(s): *Child Care Workers/Providers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Cisco Academy I

Occupational Objective(s): *Computer Network Administrators, Computer Network Technicians, Computer Support Specialists*

Approximate Cost to Complete: \$500

Average Time to Complete: 12 months

Self-Paced Learning? No

Program Entry Requirements: 16 years or older, A+ certification is recommended

Computer Aided Drafting

Occupational Objective(s): *Drafters/CAD Operators*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Computer Aided Drafting/Computer Aided Machining

Occupational Objective(s): *Drafters/CAD Operators*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Computer Applications/Occupations

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Computer Information Systems

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$40

Average Time to Complete: 9 months

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Computer Repair

Occupational Objective(s): *Computer Service Technicians*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Cosmetology

Occupational Objective(s): *Hairstylists*

Approximate Cost to Complete: \$450

Average Time to Complete: 15 months

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Dental Assisting

Occupational Objective(s): *Dental Assistants*

Approximate Cost to Complete: \$400

Average Time to Complete: 18 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Solano County ROP - continued

Diversified Occupations

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: Call for information

Average Time to Complete: 12 months

Self-Paced Learning? No

Program Entry Requirements: 16 years or older, high school junior or senior

Forklift Operation/Warehousing

Occupational Objective(s): *Forklift/Industrial Truck Operators*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Industrial Mechanics

Occupational Objective(s): *Welders and Cutters*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Marketing

Occupational Objective(s): *Salespersons - Retail*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Marketing/Business Management

Occupational Objective(s): *Business Related Occupations, Salespersons - Retail*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Medical Assisting

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$350

Average Time to Complete: 18 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Medical Clerical

Occupational Objective(s): *Medical Records Technicians*

Approximate Cost to Complete: \$250

Average Time to Complete: 18 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Medical Laboratory Assistant

Occupational Objective(s): *Medical/Clinical Laboratory Technicians*

Approximate Cost to Complete: \$350

Average Time to Complete: 18 weeks

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Office Management/Technology

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Paraeducator and Health Care Assistant

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$50

Average Time to Complete: 18 weeks (6 weeks classroom, 12 weeks internship)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Paralegal

Occupational Objective(s): *Paralegals*

Approximate Cost to Complete: Call for information

Average Time to Complete: 12 months

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Pharmacy Technician

Occupational Objective(s): *Pharmacy Technicians*

Approximate Cost to Complete: \$75

Average Time to Complete: 18 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Solano County ROP - continued

Pre-Apprenticeship: Introduction to the Construction Trades

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$20

Average Time to Complete: 1 semester

Self-Paced Learning? No

Program Entry Requirements: 17 years or older

Small Engine Repair

Occupational Objective(s): *Small Engine Specialists*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Sports Medicine

Occupational Objective(s): *Physical Therapy Aides*

Approximate Cost to Complete: Call for information

Average Time to Complete: 12 months

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Welding

Occupational Objective(s): *Welders and Cutters*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Woodworking/Cabinetetry

Occupational Objective(s): *Cabinetmakers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Word Processing

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? Yes

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Solano School of Nursing Assistants, Inc.

Address: 1330 Springs Road, Vallejo, CA 94591

Phone: 707-557-7173

Fax: 707-644-3441

Website: <http://www.simple2net.net/solanoschool>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? No

Years in Operation: 7

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	Yes

Certificate Program(s) Offered

Home Health Aide (HHA)

Occupational Objective(s): *Home Health Aides*

Approximate Cost to Complete: \$295

Average Time to Complete: 5 days (40 hours)

Self-Paced Learning? No

Program Entry Requirements: Nursing Assistant certification

Nursing Assistant Training Program (CNA)

Occupational Objective(s): *Nurse Aides*

Approximate Cost to Complete: \$795 + fees

Average Time to Complete: 6 weeks (150 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older, pass physical and background checks

Sonoma County Regional Occupational Program

Address: 5340 Skylane Blvd., Santa Rosa, CA 95403

Phone: 707-524-2720

Fax: 707-524-2789

Website: <http://www.sonoma.k12.ca.us/Depts/rop/rop.html>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? No

Years in Operation: 21

Accreditation: Western Association of Schools and Colleges

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Agricultural Mechanics

Occupational Objective(s): *Farm Equipment Mechanics*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 months

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Auto Body Repair and Paint

Occupational Objective(s): *Auto Body Repairers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 12+ months

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Auto Mechanics

Occupational Objective(s): *Automotive Mechanics*

Approximate Cost to Complete: Call for information

Average Time to Complete: 12+ months

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Cabinet Making/Furniture Construction

Occupational Objective(s): *Cabinetmakers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 months

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Computer Aided Drafting

Occupational Objective(s): *Drafters/CAD Operators*

Approximate Cost to Complete: Call for information

Average Time to Complete: 12+ months

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Computer Applications in Business

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 months

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Computerized Accounting

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 months

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Desktop Publishing

Occupational Objective(s): *Desktop Publishing Specialists*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 months

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Electronics Technology

Occupational Objective(s): *Computer Service Technicians*

Approximate Cost to Complete: Call for information

Average Time to Complete: 12+ months

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Sonoma County ROP - continued

Entrepreneurship

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 months

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Ornamental Horticulture

Occupational Objective(s): *Landscaping/Groundskeeping/Nursery Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 months

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Retail Merchandising/Advanced Marketing

Occupational Objective(s): *Salespersons - Retail*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 months

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Sports Medicine

Occupational Objective(s): *Physical Therapy Aides*

Approximate Cost to Complete: Call for information

Average Time to Complete: 12 months

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Video Communications

Occupational Objective(s): *TV/Video Production Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 12 months

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Welding

Occupational Objective(s): *Welders and Cutters*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 months

Self-Paced Learning? No

Program Entry Requirements: High school students (16 or older), or adults (if openings exist)

Sonoma State University

Address: 1801 East Cotati Avenue, Rohnert Park, CA 94928

Phone: 707-664-2346

Fax: 707-664-2060

Website: <http://www.sonoma.edu>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 38

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	Yes	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance/Online Learning:	Yes
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Degree Program(s) Offered

American Multicultural Studies (Undergraduate)

Anthropology (Undergraduate)

Art Studio: Painting (Undergraduate)

Art Studio: Photography (Undergraduate)

Art: Art History (Undergraduate)

Art: Art Studio (Undergraduate)

Art: Film Emphasis (Undergraduate)

Biology (Graduate)

Biology: Aquatic Biology (Undergraduate)

Biology: Botany (Undergraduate)

Biology: Cell Biology (Undergraduate)

Biology: Ecology (Undergraduate)

Biology: Marine Biology (Undergraduate)

Biology: Medical Laboratory (Undergraduate)

Biology: Microbiology (Undergraduate)

Biology: Physiology Animal (Undergraduate)

Biology: Physiology Plant (Undergraduate)

Biology: Technology (Undergraduate)

Biology: Zoology (Undergraduate)

Business Administration (Graduate)

Business Administration: Accounting (Undergraduate)

Business Administration: Business Economics (Undergraduate)

Business Administration: Finance (Undergraduate)

Business Administration: Human Resources Management (Undergraduate)

Business Administration: International Management (Undergraduate)

Sonoma State University - continued

Business Administration: Management (Undergraduate)
Business Administration: Management Marketing (Undergraduate)
Business Administration: Special (Undergraduate)
Business Administration: Wine Business Strategies (undergraduate)
California Cultural Studies (Undergraduate)
Chemistry (Undergraduate)
Chicano and Latino Studies (Undergraduate)
Communication Studies (Undergraduate)
Computer and Engineering Science (graduate)
Computer Science (Undergraduate)
Counseling: Counseling (M.F.C.C.) School Counseling (P.P.S.) (Graduate)
Counseling: Marriage, Family, and Child (Graduate)
Criminal Justice Administration (Undergraduate)
Cultural Resources Management (Graduate)
Economics: Business Economics (Undergraduate)
Economics: Computer Applications in Economics (Undergraduate)
Economics: International Economics (Undergraduate)
Education - Teacher Credentialing Programs
Education: Curriculum, Teaching and Learning (Graduate)
Education: Early Childhood Education (Graduate)
Education: Educational Administration (Graduate)
Education: Reading and Language (Graduate)
Education: Special Education (Graduate)
English (Graduate)
English: Creative Writing (Undergraduate)
English: Literature (Undergraduate)
English: Preparation (Undergraduate)
English: Secondary Teaching (Undergraduate)
Environmental Studies: Environmental Conservation and Restoration (Undergraduate)
Environmental Studies: Environmental Education (Undergraduate)
Environmental Studies: Environmental Planning (Undergraduate)
Environmental Studies: Environmental Technology (Undergraduate)
French (Undergraduate)
Gender Studies (Undergraduate)
Geography: Cultural Studies (Undergraduate)
Geography: Earth Sciences (Undergraduate)
Geology (Undergraduate)
Global Studies (Undergraduate)
History (Graduate)
History (Undergraduate)
Human Development (Undergraduate)
Hutchins School of Liberal Studies: Interdisciplinary Studies Plan (Undergraduate)
Hutchins School of Liberal Studies: Liberal Studies (Undergraduate)
Hutchins School of Liberal Studies: Teaching Credential Preparation Plan (Undergraduate)
Interdisciplinary Studies - ITDS (Graduate)

Interdisciplinary Studies (Graduate)
Kinesiology (Graduate)
Kinesiology: Adapted Physical Education (Undergraduate)
Kinesiology: Athletic Training (Undergraduate)
Kinesiology: Exercise Science (Undergraduate)
Kinesiology: Physical Education (Undergraduate)
Liberal Studies - Ukiah (undergraduate)
Mathematics: (Undergraduate)
Mathematics: Applied Mathematics (Undergraduate)
Mathematics: Computer Science (Undergraduate)
Mathematics: Statistics (Undergraduate)
Music: Jazz Studies (Undergraduate)
Music: Music Education (Undergraduate)
Music: Performance (Undergraduate)
Nursing: Basic BSN (Undergraduate)
Nursing: Family Nurse Practitioner (Graduate)
Nursing: Leadership/Case Management (Graduate)
Nursing: LVN-BSN (Undergraduate)
Nursing: RN-BSN (Undergraduate)
Philosophy (Undergraduate)
Physics (Undergraduate)
Physics: Applied Physics (Undergraduate)
Political Science (Undergraduate)
Psychology (Undergraduate)
Psychology: Art Therapy (Graduate)
Psychology: Organization Development (Graduate)
Psychology: Special Interest Areas (Graduate)
Public Administration (Graduate)
Sociology (Undergraduate)
Spanish (Undergraduate)
Theatre Arts: Dance (Undergraduate)
Theatre Arts: Drama (Undergraduate)
Theatre Arts: Technical Theatre (Undergraduate)
Women's and Gender Studies (undergraduate)

Sonoma State University, Extended Education

Address: 1801 East Cotati Avenue, Rohnert Park, CA 94928

Phone: 707-664-2394

Fax: 707-664-2613

Website: <http://www.sonoma.edu/exed/>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 36

Accreditation: Western Association of Schools and Colleges

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	Yes	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance/Online Learning:	Yes
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Degree Program(s) Offered

Liberal Studies Degree completion (BS)

Nursing (MS)

Psychology (MA)

Certificate Program(s) Offered

Art Therapy

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$6,000

Average Time to Complete: 2 years

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED, complete prerequisite course/program

Attorney Assistant Program

Occupational Objective(s): *Paralegals, Secretaries - Legal*

Approximate Cost to Complete: \$3,570

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: High school graduate/GED, complete prerequisite course/program

Conflict Resolution

Occupational Objective(s): *Mediators and Negotiators*

Approximate Cost to Complete: \$2,375

Average Time to Complete: 4 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED, complete prerequisite course/program

Construction Management

Occupational Objective(s): *Construction Managers*

Approximate Cost to Complete: \$1,520

Average Time to Complete: 3 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED, complete prerequisite course/program

Educational Technology

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$2,080

Average Time to Complete: 4 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED, complete prerequisite course/program

Family Nurse Practitioner

Occupational Objective(s): *Registered Nurses*

Approximate Cost to Complete: \$5,400

Average Time to Complete: 2 years

Self-Paced Learning? No

Program Entry Requirements: High school graduate/GED, complete prerequisite course/program

Human Resource Management

Occupational Objective(s): *Personnel/Human Resources Managers*

Approximate Cost to Complete: \$500

Average Time to Complete: 1 semester

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED, complete prerequisite course/program

Sonoma State University, Extended Education - continued

Management and Supervision

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: \$750

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED, complete prerequisite course/program

Meeting Management

Occupational Objective(s): *Conference/Meeting Planners*

Approximate Cost to Complete: \$1,330

Average Time to Complete: 1 semester

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED, complete prerequisite course/program

Training the Trainer

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$700

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED, complete prerequisite course/program

Web Publishing – Professional Series

Occupational Objective(s): *Webmasters*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? Call for information

Program Entry Requirements: High school graduate/GED, complete prerequisite course/program

Sonoma-Marín School of Real Estate

Address: 5430 Commerce Blvd., Suite J, Rohnert Park, CA 94928

Phone: 707-586-9448

Fax: 707-585-3137

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? No

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Correspondence/License Preparation Programs

Occupational Objective(s): *Real Estate Agents, Real Estate Brokers*

Approximate Cost to Complete: \$88/course

Average Time to Complete: 18 days (45 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Southern Illinois University at Carbondale

Address: 530 Hickam Avenue, Suite 20, Travis AFB, CA 94535

Phone: 707-437-9486

Fax: 707-437-3853

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? No

Years in Operation: 28

Accreditation: North Central Association of Colleges and Schools

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Degree Program(s) Offered

Industrial Technology/Engineering (Bachelor)

Tamalpa Institute

Address: P.O. Box 794, Kentfield, CA 94914

Phone: 415-457-8555

Fax: 415-457-7960

Website: <http://www.tamalpa.org>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 23

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Movement Based Expressive Arts Therapy & Education

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$10,000

Average Time to Complete: 2 years

Self-Paced Learning? No

Program Entry Requirements: Call for information

Tamalpais Adult High School District

Address: P.O. Box 605, Larkspur, CA 94977

Phone: 415-945-3730

Fax: 415-945-3767

Website: <http://www.marinlearn.com>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Years in Operation: 45

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	Yes
Job Placement Assistance:	No	Services for the Disabled:	Yes
Career Counseling/Development:	No	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Call for information on programs/classes

Trane Specialty HVAC

Address: 5250 East 2nd Street, Benicia, CA 95410

Phone: 800-404-0247

Fax: 707-746-7210

Website: <http://www.specialtyac.com>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 3

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Basic HVAC Training

Occupational Objective(s): *HVAC Mechanics and Technicians*

Approximate Cost to Complete: \$5,000

Average Time to Complete: 6 months

Self-Paced Learning? No

Program Entry Requirements: Call for information

Travis AFB Flight Training Center

Address: Building 771/772 or P.O. BOX 1477, Travis AFB, CA 94535

Phone: 707-437-3470

Fax: 707-437-9236

Website: <http://www.micap.com/travisaero>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 51

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	No	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	Yes

Certificate Program(s) Offered

Airframe and Power Plant Mechanic

Occupational Objective(s): *Aircraft Mechanics*

Approximate Cost to Complete: \$1,200

Average Time to Complete: 6 weeks (120 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, 18-30 months of experience

FCC General Radio/Telephone Operators License

Occupational Objective(s): *Radio/Broadcasting Occupations*

Approximate Cost to Complete: \$495

Average Time to Complete: 2 days (20 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Private Pilot Program

Occupational Objective(s): *Aircraft Pilots*

Approximate Cost to Complete: \$4,000

Average Time to Complete: 12 months (60 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Trinity Biblical University

Address: P.O. Box 2583, Fairfield, CA 94533

Phone: 707-438-0703

Fax: 707-438-0709

Website: <http://www.tbu.edu>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Years in Operation: 10

Accreditation: Transworld Accrediting Commission

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	Yes
Academic Advising:	Yes	Veteran Assistance/Approved:	No

Degree Program(s) Offered

Biblical Studies

Christian Counseling

Christian Education

Christian Financial Counseling

Divinity

Law Enforcement Chaplaincy

Ministry

Theology

University of California, Davis

Address: 1 Shields Avenue, Davis, CA 95616

Phone: 530-752-6466

Fax: 530-752-6222

Website: <http://www.ucdavis.edu>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? Yes

Years in Operation: 91

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	Yes	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	Yes
Vocational Evaluation Services:	Yes	Distance/Online Learning:	Yes
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Degree Program(s) Offered

Administration (Graduate)
 Aeronautical Science and Engineering (Undergraduate)
 African-American and African Studies (Undergraduate)
 Agricultural and Environmental Chemistry (Graduate)
 Agricultural and Managerial Economics (Undergraduate)
 Agricultural and Resource Economics (Graduate)
 Agricultural and Resource Education (Graduate)
 Agricultural Systems and Environment (Undergraduate)
 Agronomy (Graduate)
 American Studies (Undergraduate)
 Animal Behavior (Graduate)
 Animal Science and Management (Undergraduate and Graduate)
 Anthropology (Undergraduate and Graduate)
 Applied Mathematics (Graduate)
 Applied Physics (Undergraduate)
 Applied Science (Graduate)
 Art History (Undergraduate and Graduate)
 Art Studio (Undergraduate and Graduate)
 Atmospheric Science (Undergraduate and Graduate)
 Avian Sciences (Undergraduate and Graduate)
 Biochemistry (Undergraduate)
 Biochemistry and Molecular Biology (Graduate)
 Biological and Agricultural Engineering (Graduate)
 Biological Sciences (Undergraduate)

Biological Systems Engineering (Undergraduate)
Biomedical Engineering (Graduate)
Biophysics (Graduate)
Biotechnology (Undergraduate)
Cell and Developmental Biology (Graduate)
Chemical Engineering (Undergraduate)
Chemical/Biochemical Engineering (Undergraduate)
Chemical/Materials Science and Engineering (Undergraduate and Graduate)
Chemistry (Undergraduate and Graduate)
Chicana/Chicano (Mexican-American) Studies (Undergraduate)
Child Development (Graduate)
Chinese (Undergraduate)
Civil and Environmental Engineering (Graduate)
Civil Engineering (Undergraduate)
Civil Engineering/Materials Science and Engineering (Undergraduate)
Classical Civilization (Undergraduate)
Community Development (Graduate)
Community Nutrition (Undergraduate)
Comparative Literature (Undergraduate and Graduate)
Comparative Pathology (Graduate)
Computer Engineering (Undergraduate)
Computer Science (Undergraduate and Graduate)
Computer Science and Engineering (Undergraduate)
Crop Science and Management (Undergraduate)
Cultural Studies (Graduate)
Design (Undergraduate)
Dietetics (Undergraduate)
Dramatic Art (Undergraduate and Graduate)
East Asian Studies (Undergraduate)
Ecology (Graduate)
Economics (Undergraduate and Graduate)
Education (Graduate)
Electrical and Computer Engineering (Graduate)
Electrical Engineering (Undergraduate)
Electrical Engineering/Materials Science and Engineering (Undergraduate)
Engineering (Graduate)
Engineering: Applied Sciences (Graduate)
Engineering: Biological and Agricultural (Graduate)
Engineering: Biomedical (Graduate)
Engineering: Chemical and Material Science (Graduate)
Engineering: Civil and Environmental (Graduate)
Engineering: Electrical and Computer (Graduate)
Engineering: Mechanical and Aeronautical (Graduate)
English (Undergraduate and Graduate)
Entomology (Undergraduate and Graduate)
Environmental and Resource Sciences (Undergraduate)
Environmental Biology and Management (Undergraduate)

University of California, Davis - continued

Environmental Horticulture and Urban Forestry (Undergraduate)
Environmental Policy Analysis and Planning (Undergraduate)
Environmental Toxicology (Undergraduate)
Epidemiology (Graduate)
Evolution and Ecology/Zoology (Undergraduate and Graduate)
Exercise Science (Undergraduate and Graduate)
Fermentation Science (Undergraduate)
Fiber and Polymer Science (Undergraduate)
Food Biochemistry (Undergraduate)
Food Engineering (Undergraduate)
Food Science (Graduate)
French (Undergraduate and Graduate)
Genetics (Undergraduate and Graduate)
Geography (Graduate)
Geology (Undergraduate and Graduate)
German (Undergraduate and Graduate)
History (Undergraduate and Graduate)
Horticulture (Graduate)
Human Development (Undergraduate and Graduate)
Humanities (Undergraduate)
Hydrologic Science (Undergraduate and Graduate)
Immunology (Graduate)
International Agricultural Development (Undergraduate and Graduate)
International Relations (Undergraduate)
Italian (Undergraduate)
Japanese (Undergraduate)
Landscape Architecture (Undergraduate)
Law (Graduate)
Life Sciences (Undergraduate)
Linguistics (Undergraduate and Graduate)
Management (Graduate)
Materials Science and Engineering (Undergraduate)
Mathematics (Undergraduate and Graduate)
Mechanical Engineering (Undergraduate)
Mechanical Engineering/Materials Science and Engineering (Undergraduate)
Medical Informatics (Graduate)
Medicine (Graduate)
Medieval Studies (Undergraduate)
Microbiology (Undergraduate and Graduate)
Music (Undergraduate and Graduate)
Native American Studies (Undergraduate and Graduate)
Nature and Culture (Undergraduate)
Neuroscience (Graduate)
Nutrition (Graduate)

Nutrition Science (Undergraduate)
Pharmacology and Toxicology (Graduate)
Philosophy (Undergraduate and Graduate)
Physical Science (Undergraduate)
Physics (Undergraduate and Graduate)
Physiology (Undergraduate and Graduate)
Plant Biology (Graduate)
Plant Biology/Botany (Undergraduate)
Plant Pathology (Graduate)
Plant Protection and Pest Management (Graduate)
Political Science (Undergraduate and Graduate)
Political Science: Public Service (Undergraduate)
Population Biology (Graduate)
Preventive Veterinary Medicine (Graduate)
Psychology (Undergraduate and Graduate)
Range and Wildlands Science (Undergraduate)
Religious Studies (Undergraduate)
Rhetoric and Communication (Undergraduate)
Russian (Undergraduate)
Social Science (Undergraduate)
Sociology (Undergraduate and Graduate)
Sociology/Organizational Studies (Undergraduate)
Soil and Water Science (Undergraduate)
Soil Science (Graduate)
Spanish (Undergraduate and Graduate)
Statistics (Undergraduate and Graduate)
Teaching Credential Programs
Textile Arts and Costume Design (Graduate)
Textiles (Graduate)
Textiles and Clothing (Undergraduate)
Transportation Technology and Policy (Graduate)
Vegetable Crops (Graduate)
Veterinary Medicine (Graduate)
Viticulture and Enology (Undergraduate and Graduate)
Wildlife, Fish, and Conservation Biology (Undergraduate)
Women's Studies (Undergraduate)

University of Northern California

Address: 101 South San Antonio Road, Petaluma, CA 94952

Phone: 707-765-6400

Website: <http://www.uncm.edu>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? No

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	No
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	No

Degree Program(s) Offered

Applied Linguistics (Graduate)

Biomedical Engineering (Graduate)

Biomedical Engineering (Undergraduate)

Engineering (Undergraduate)

French (Undergraduate)

Vacaville Adult and Community Education

Address: 100 West Monte Vista Avenue, Vacaville, CA 95688

Phone: 707-453-6018

Fax: 707-453-6959

Website: <http://www.vusd.solanocoe.k12.ca.us>

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 32

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	Yes
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	Yes
Academic Advising:	Yes	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Clinical Medical Assistant Training Program

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$800

Average Time to Complete: 4 months

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Computer Applications

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

General Office Clerk

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 10 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Photography

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Vallejo Adult School

Address: 1140 Capitol Street, Vallejo, CA 94590

Phone: 707-556-8680

Fax: 707-556-8686

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 20+

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	Yes	GED Assistance:	Yes
Job Placement Assistance:	No	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance/Online Learning:	Yes
Academic Advising:	Yes	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Business

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older or high school graduate/GED

Call Center Customer Service Representative

Occupational Objective(s): *Customer Service Representatives*

Approximate Cost to Complete: \$15

Average Time to Complete: 10 weeks

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older or high school graduate/GED, type 35 wpm

Child Care Attendant

Occupational Objective(s): *Child Care Workers/Providers*

Approximate Cost to Complete: \$5

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Computer Applications

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older or high school graduate/GED

Hazardous Waste Management

Occupational Objective(s): *Hazardous Materials Related Occupations*

Approximate Cost to Complete: \$130

Average Time to Complete: 1 week (40 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Medical Insurance Billing

Occupational Objective(s): *Billing Clerks - Medical*

Approximate Cost to Complete: \$30 + books

Average Time to Complete: 20 weeks (120 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Medical Lab Assistant/Surgical Technician

Occupational Objective(s): *Medical/Clinical Laboratory Technicians, Surgical Technicians*

Approximate Cost to Complete: \$15 + books

Average Time to Complete: 18-20 weeks (80 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Medical Terminology

Occupational Objective(s): *Secretaries - Medical*

Approximate Cost to Complete: \$15 + books

Average Time to Complete: 10 months (60 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Medical Transcription

Occupational Objective(s): *Medical Transcriptionists*

Approximate Cost to Complete: \$15 + books

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Vallejo Nursing School

Address: 704 Tuolumne Street, Vallejo, CA 94590

Phone: 707-645-9714

Fax: 707-645-7032

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? No

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	No
Public Transit Nearby:	No	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	No	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Certified Nursing Assitant

Occupational Objective(s): *Nurse Aides*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: Call for information

Home Health Aide

Occupational Objective(s): *Home Health Aides*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: Call for information

Vintage Academy of Hair Design

Address: 2110 Main Street, Napa, CA 94558

Phone: 707-226-1845

Fax: 707-226-8745

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? No

Years in Operation: 60

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	Yes
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Certificate Program(s) Offered

Cosmetology

Occupational Objective(s): *Hairstylists*

Approximate Cost to Complete: \$735 + registration fees

Average Time to Complete: 10 months (1,600 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 16 years or older, completed 10th grade

Manicurist

Occupational Objective(s): *Manicurists*

Approximate Cost to Complete: \$575 + registration fees

Average Time to Complete: 400 hours (10 weeks)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older, completed 10th grade

Wellness Holistic School of Massage

Address: 345 South E Street, Santa Rosa, CA 95404

Phone: 707-546-8115

Multiple Training Site Locations? No

Continuing Education Classes/Seminars? Yes

Years in Operation: 20

Are the following services provided?

Financial Aid/Assistance:	No	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	No
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	No	Services for the Disabled:	No
Career Counseling/Development:	Yes	Learning Disabilities Program:	No
Vocational Evaluation Services:	Yes	Distance/Online Learning:	No
Academic Advising:	Yes	Veteran Assistance/Approved:	No

Certificate Program(s) Offered

Massage Therapist

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$1,040 + books

Average Time to Complete: 3 months (120 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Master Wellness Coach

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$1,300 + materials

Average Time to Complete: 3 months (110 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Wellness Coach

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$730 + materials

Average Time to Complete: 2 months (70 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Western Institute of Science & Health

Address: 130 Avram Avenue, Rohnert Park, CA 94928

Phone: 707-664-9267

Fax: 707-664-9237

Website: <http://www.westerni.org>

Multiple Training Site Locations? Yes

Continuing Education Classes/Seminars? No

Years in Operation: 8

Accreditation: Accrediting Bureau of Health Education Schools

Are the following services provided?

Financial Aid/Assistance:	Yes	Tutorial Services:	Yes
Public Transit Nearby:	Yes	ESL Course/Program:	Yes
Child Care Services On-Site:	No	GED Assistance:	No
Job Placement Assistance:	Yes	Services for the Disabled:	No
Career Counseling/Development:	No	Learning Disabilities Program:	No
Vocational Evaluation Services:	No	Distance/Online Learning:	Yes
Academic Advising:	Yes	Veteran Assistance/Approved:	Yes

Degree Program(s) Offered

Massage Therapy

Occupation Therapy Assistant

Physical Therapist Assistant

Certificate Program(s) Offered

Advanced Massage Therapy

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$7,250

Average Time to Complete: 40 weeks (630 hours)

Self-Paced Learning? No

Program Entry Requirements: High school graduate/GED

Massage Therapy

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$3,675 - \$14,400

Average Time to Complete: 1-4 semesters (330 - 1,200 hours)

Self-Paced Learning? No

Program Entry Requirements: High school graduate/GED

Appendix

**Please return completed questionnaire to:**

Social Science Research Center, California State University, Fullerton
P.O. Box 6850 Fullerton, CA 92834
Phone: 714-278-5994 Fax: 714-278-2080

ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

Name: _____

Position: _____

Phone: _____ Fax: _____

Automotive Body and Related Repairers: Automotive Body and Related Repairers repair, repaint, and refinish automotive vehicle bodies, straighten vehicle frames, and replace damaged vehicle glass (OES 853050).

Does your firm employ any individual performing the duties in the occupation described above? ☐ Yes ☐ No

If yes, please complete this survey for the occupation described.

If no, please return this questionnaire to the above address.

If your firm has multiple locations, please confine your answers to locations in Marin, Napa, Solano, and Sonoma Counties.

1. What job title(s) does your firm use for **these duties**? _____

2a. How many employees does your firm currently have **in this occupation**? _____

2b. **In this occupation**, how many are: Male? _____ Female? _____

2c. **In this occupation**, how many current employees are there, and, on average, how many weekly hours do they work?

Regular, Full Time: _____ Average Weekly Hours Worked: _____

Regular, Part Time: _____ Average Weekly Hours Worked: _____

Temporary/On Call: _____ Average Weekly Hours Worked: _____

Seasonal: _____ Average Weekly Hours Worked: _____

3. In your firm, what shifts are available for **this occupation**? (check all that apply)

☐ Day ☐ Swing ☐ Graveyard ☐ Other (Please specify): _____

4. Has your firm hired **in this occupation** within the last 12 months? ☐ Yes ☐ No

If yes,

How many were hired to fill vacancies resulting from promotions within your firm? _____

How many were hired to fill vacancies resulting from people in permanent positions leaving your firm? _____

How many were hired to fill new permanent positions resulting from growth? _____

How many were hired to fill temporary, on call, or seasonal positions? _____

5a. During the last 12 months, did your firm's employment **in this occupation**: (Check one)

☐ Decline ☐ Remain Stable ☐ Grow

5b. Over the next 24 months, do you expect your firm's employment **in this occupation** to: (Check one)

☐ Decline ☐ Remain Stable ☐ Grow

6a. When you hire applicants for **this occupation**, is prior experience in this occupation required? ☐ Yes ☐ No ☐ Not required, but preferred

If yes or preferred, how much experience **in this occupation** is required/preferred? _____ (months)

6b. Is experience in other occupations accepted? ☐ Yes ☐ No

If yes, please specify: Occupation: _____ (months)

7. If prior experience is required when you hire applicants **for this occupation**, please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one) Not Difficult = 1 2 3 4 = Difficult

8. If prior experience is not required when you hire applicants **for this occupation**, please indicate how difficult it is for your firm to find qualified applicants. (Circle one) Not Difficult = 1 2 3 4 = Difficult

9. Does your firm accept training as a substitute for experience **in this occupation**? ☐ Yes ☐ No

If yes, how many months of training can generally be substituted? _____ (months)

Automotive Body and Related Repairers

10. Is technical or vocational training required prior to employment **in this occupation**?

☐ Yes ☐ No ☐ Not required, but preferred

If yes or preferred, what kind of training is required/preferred? _____ (months)

11. What is the minimum level of education your firm **requires** when hiring an applicant **in this occupation**? (Check one).

☐ Less than high school diploma ☐ High school diploma or equivalent ☐ Associate Degree (2 year) ☐ Bachelor Degree (4 year) ☐ Graduate Study

12a. What is the usual income earned by your firm's employees **in this occupation** at the following levels of skill and experience?

Base Wage or Salary

• New hires, no experience (trained or untrained): \$ _____

• New hires who are experienced: \$ _____

• Experienced employees after 3 years: \$ _____

Please check one: ☐ Hour ☐ Week ☐ Month ☐ Year

12b. For other compensation, if applicable, please indicate the average overall earnings and types(s) of compensation.

• New hires, no experience (trained or untrained): \$ _____

• New hires who are experienced: \$ _____

• Experienced employees after 3 years: \$ _____

Please check one: ☐ Hour ☐ Week ☐ Month ☐ Year

Type of Compensation: ☐ Commission ☐ Tips ☐ Bonus ☐ Piece Rate ☐ Other (Please specify): _____

13. Are the wages for employees **in this occupation** subject to a collective bargaining or union agreement?

☐ Yes ☐ No If yes, what is the name of the union or local number? _____

14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees **in this occupation** and which best describes who pays for them:

	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Life Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sick Leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vacation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please Specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. What computer software skills, if any, does your firm seek in applicants **for this occupation**? (Check all that apply)

☐ None ☐ Word Processing ☐ Spreadsheet ☐ Database ☐ Desktop Publishing ☐ Other (Please specify): _____

Specify software names: _____

16. What other new skills are needed to perform the duties of this occupation?

Automotive Body and Related Repairers

17. When your firm hires employees **for this occupation**, please select your **top three** most successful recruitment methods?

☐ In-house promotions or transfers

☐ Newspaper ads

☐ Internet

☐ EDD

☐ Walk-in applicants

☐ Colleges/Universities

☐ School/program referrals

☐ Union hall referrals

☐ Employee referrals

☐ Private employment agencies

☐ Trade journals

☐ Other (Please specify): _____

18. Does your firm ever promote employees into this occupation from **lower level** positions? ☐ Yes ☐ No

If yes, what is the typical career path that leads to this occupation?

19a. Does your firm ever promote employees in this occupation to higher level positions? ☐ Yes ☐ No

If yes, what are the titles of the positions to which they may be promoted?

19b. What skills are important for career advancement?

20. Are you aware of any skill deficiencies within **this occupation** in regard to your recent hires or job applicants? ☐ Yes ☐ No

If yes, please describe those problematic skill areas.

21. Are you aware of any skill deficiencies for any **other occupation(s)** within your organization? ☐ Yes ☐ No

If yes, please specify the occupation(s).

22. For what occupations do you have the most difficulty finding qualified applicants?

Please specify the occupation(s).

23. Are you aware of any new, changing, or emerging occupations in your industry? ☐ Yes ☐ No

If yes, please specify: _____

24. Do you have an employee in this occupation who would be a good role model for students interested in this career field? ☐ Yes ☐ No

(If yes, we will call you at a later date to discuss the possibility of a career information interview with your employee.)

25. Would you like to receive a complimentary copy of the survey results for this occupation? ☐ Yes ☐ No

Thank you for your participation in the CCOIS program!

Occupation–Training Index

Accountants and Auditors

Empire College
Pacific Union College
Sonoma State University

Accounting Clerks

See Bookkeeping/Accounting Clerks

Acoustical Ceiling Installers

Carpenter's Training Committee for Northern California

Actors

College of Marin
Julie Nation Academy
Santa Rosa Junior College
Solano Community College
Sonoma State University

Adjustment Clerks

See Customer Service Representatives

Aerospace Engineers

Embry-Riddle Aeronautical University
University of California, Davis

Aerospace Engineering Technicians

Santa Rosa Junior College
Solano Community College

Agricultural and Food Scientists

Dominican University of California
University of California, Davis

Agricultural Engineers

University of California, Davis

Agricultural Related Occupations

Napa County Regional Occupational Program
Napa Valley College
Santa Rosa Junior College
University of California, Davis

Aircraft Mechanics

Solano Community College
Travis AFB Flight Training Center

Aircraft Pilots

Santa Rosa Junior College
Travis AFB Flight Training Center

Anthropologists

Sonoma State University
University of California, Davis

Artist Related Occupations

College of Marin
Dominican University of California
Napa Valley College
Pacific Union College
Santa Rosa Junior College
Solano Community College
Sonoma State University
University of California, Davis

Attorneys

See Lawyers

Auto Body Repairers

College of Marin
Solano Community College
Solano County Regional Occupational Program
Sonoma County Regional Occupational Program

Automotive Mechanics

College of Marin
Marin County Regional Occupational Program
Napa County Regional Occupational Program
Santa Rosa Junior College
Solano Community College
Solano County Regional Occupational Program
Sonoma County Regional Occupational Program

Bakers and Pastry Chefs

Culinary Institute of America, The
Santa Rosa Junior College

Bank Tellers

See Tellers

Bar Managers

Bartender's School of Santa Rosa

Bartenders

Bartender's School of Santa Rosa

Billing Clerks - Medical

Career Transitions
Computer Services & Instruction, Inc.
Empire College
Fairfield-Suisun Adult School
New Directions Learning Center (Fairfield and Vallejo Branches)
OSC Computer Training
Santa Rosa Junior College
Vallejo Adult School

Biochemists

Pacific Union College
University of California, Davis

Biological Scientists

Dominican University of California
Pacific Union College
Sonoma State University
University of California, Davis

Biomedical Equipment Repairers

Napa Valley College

Bookkeeping/Accounting Clerks

Career Transitions
College of Marin
Computer Services & Instruction, Inc.
Empire College
Fairfield-Suisun Adult School
Lewis Adult Education Center
Marin County Regional Occupational Program
Napa Valley Adult School
Napa Valley College
New Directions Learning Center (Fairfield and Vallejo Branches)
OSC Computer Training
Santa Rosa Junior College
Solano Community College
Sonoma County Regional Occupational Program

Building Inspectors

See Construction and Building Inspectors

Building Maintenance Repairers

See Maintenance Repairers

Bus and Truck Mechanics

Santa Rosa Junior College

Bus Drivers - School

Michael's Transportation School of Bus Driving

Business Related Occupations

California Maritime Academy

Chapman University

College of Marin

Dominican University of California

Embry-Riddle Aeronautical University

J Bass & Associates

Marin County Regional Occupational Program

Napa Valley Adult School

Napa Valley College

Pacific Union College

Saint Mary's College of California

Santa Rosa Junior College

Solano Community College

Solano County Regional Occupational Program

Sonoma County Regional Occupational Program

Sonoma State University

Sonoma State University, Extended Education

University of California, Davis

Vallejo Adult School

Cabinetmakers

Solano County Regional Occupational Program

Sonoma County Regional Occupational Program

Carpenters

Carpenter's Training Committee for Northern California

Marin County Regional Occupational Program

Napa County Regional Occupational Program

Santa Rosa Junior College

Carpenters - Hardwood Floor

Carpenter's Training Committee for Northern California

Chemical Engineers

University of California, Davis

Chemical Technicians

College of Marin

Santa Rosa Junior College

Solano Community College

Chemists

Pacific Union College
Sonoma State University
University of California, Davis

Child Care Center Directors

Napa Valley College
Pacific Union College

Child Care Workers/Providers

College of Marin
Marin County Regional Occupational Program
Napa County Regional Occupational Program
Napa Valley College
Pacific Union College
Solano Community College
Solano County Regional Occupational Program
Vallejo Adult School

Civil Engineering Technicians

College of Marin
Santa Rosa Junior College

Civil Engineers

University of California, Davis

Coaches

See Instructors/Coaches - Sports/Physical Training

Computer-Aided-Design Operators

See Drafters/CAD Operators

Computer Database Administrators

Pacific Union College

Computer Engineers

Computer Services & Instruction, Inc.
Pacific Union College
University of California, Davis

Computer Network Administrators

College of Marin
Empire College
Hands On Computer Learning Center
Information Management Instruction Training (IMIT)
J Bass & Associates
Napa Valley College
Pacific Union College
Solano Community College
Solano County Regional Occupational Program
Sonoma State University

Computer Network Technicians

Alkar Computer Training and Consulting
Career Transitions
Computer Services & Instruction, Inc.
Hands On Computer Learning Center
Information Management Instruction Training (IMIT)
J Bass & Associates
Redwood Computers
Solano Community College
Solano County Regional Occupational Program

Computer Programmers

College of Marin
Solano Community College
Sonoma State University

Computer Related Occupations

Bay Area Computer Training
Chapman University
Napa Valley College
Pacific Union College
Sonoma State University
University of California, Davis

Computer Service Technicians

Alkar Computer Training and Consulting
Computer Services & Instruction, Inc.
Hands On Computer Learning Center
Napa County Regional Occupational Program
Santa Rosa Junior College
Solano Community College
Solano County Regional Occupational Program
Sonoma County Regional Occupational Program

Computer Support Specialists

Career Transitions
College of Marin
Computer Services & Instruction, Inc.
Empire College
Information Management Instruction Training (IMIT)
J Bass & Associates
Napa Valley College
Santa Rosa Junior College
Solano Community College
Solano County Regional Occupational Program

Computer Systems Analysts

Chapman University
College of Marin
J Bass & Associates
Pacific Union College
Sonoma State University

Conference/Meeting Planners

Sonoma State University, Extended Education

Construction and Building Inspectors

Cal Inc.
California Contractors Exam Center

Construction Contractors

Anthony Schools
California Contractors Exam Center
Contractors License Courses
Contractors Testing Service of San Rafael

Construction Managers

Santa Rosa Junior College
Sonoma State University, Extended Education

Cooks - Restaurant

Institute for Educational Therapy
Santa Rosa Junior College

Cosmetologists

See Hairstylists

Correction Officers

Napa Valley College
Santa Rosa Junior College
Solano Community College

Cost Estimators

Santa Rosa Junior College

Counselors

See Pastoral Counselors, Psychologists, or Social Workers

Court Reporters

College of Marin

Customer Service Representatives

Career Transitions

Information Management Instruction Training (IMIT)

J Bass & Associates

New Directions Learning Center (Fairfield and Vallejo Branches)

Santa Rosa Junior College

Vallejo Adult School

Dental Assistants

College of Marin

Santa Rosa Junior College

Solano County Regional Occupational Program

Dental Hygienists

Santa Rosa Junior College

Designers - Fashion/Apparel

Marin County Regional Occupational Program

Santa Rosa Junior College

University of California, Davis

Desktop Publishing Specialists

College of Marin

Information Management Instruction Training (IMIT)

Sonoma County Regional Occupational Program

Diesel Mechanics

See Bus and Truck Mechanics

Dietetic Technicians

Pacific Union College

Santa Rosa Junior College

Solano Community College

Dietitians and Nutritionists

Institute for Educational Therapy

Pacific Union College

Santa Rosa Junior College

University of California, Davis

Dispatchers

New Directions Learning Center (Fairfield and Vallejo Branches)

Dispatchers - Emergency

Napa Valley College

Santa Rosa Junior College

Drafters/CAD Operators

CADD APPLICATIONS

Career Transitions

College of Marin

Marin County Regional Occupational Program

Napa County Regional Occupational Program

Napa Valley College

Santa Rosa Junior College

Solano Community College

Solano County Regional Occupational Program

Sonoma County Regional Occupational Program

Economists

Sonoma State University

University of California, Davis

Education Administrators

Chapman University

Sonoma State University

University of California, Davis

Electrical and Electronic Assemblers

CHDC/Anthony Soto Employment Training

Marin County Regional Occupational Program

Napa County Regional Occupational Program

Electrical/Electronic Engineering Technicians

College of Marin

Napa Valley College

Santa Rosa Junior College

Electrical/Electronic Engineers

University of California, Davis

Electricians

Napa Valley Adult School

Redwood Empire Electrical JATC

Electronic Home Entertainment Equipment Repairers

Solano Community College

Emergency Medical Technicians

Napa Valley College
Santa Rosa Junior College

Emergency Medical Technicians - Paramedics

Santa Rosa Junior College

Engineering Occupations

California Maritime Academy
University of California, Davis
University of Northern California
See also Aerospace Engineers, Agricultural Engineers, Chemical Engineers, Civil Engineers,
Computer Engineers, Electrical/Electronic Engineers, Mechanical Engineers, Operating Engineers

Enologists

Napa Valley College
University of California, Davis

Environmental Related Occupations

Dominican University of California
Sonoma State University

Estheticians

DeLoux Cosmetology (Fairfield and Marin Branches)
Le Melange Academy of Hair
Lytle's Redwood Empire Beauty College
Marin County Regional Occupational Program

Farm Equipment Mechanics

Napa County Regional Occupational Program
Sonoma County Regional Occupational Program

Farm Equipment Operators

Solano County Regional Occupational Program

Fashion/Merchandising Occupations

Julie Nation Academy
Santa Rosa Junior College
Solano Community College

Filmmaking

College of Marin
Sonoma State University

Financial Managers

Pacific Union College
Sonoma State University

Financial Sales and Service Occupations

Santa Rosa Junior College
Solano Community College

Firefighters

Santa Rosa Junior College
Solano Community College

Floral Designers

Santa Rosa Junior College
Solano Community College

Food Service Related Occupations

Marin County Regional Occupational Program
Pacific Union College

Forest and Conservation Workers

Santa Rosa Junior College

Foresters and Conservation Scientists

University of California, Davis

Forklift/Industrial Truck Operators

Solano County Regional Occupational Program

Game Wardens

Napa Valley College

Geologists

Sonoma State University
University of California, Davis

Graphic Art Technicians

Bay Area Computer Training
College of Marin
Marin County Regional Occupational Program
Napa County Regional Occupational Program
Redwood Computers
Santa Rosa Junior College

Graphic Designers

Pacific Union College

Hairstylists

DeLoux Cosmetology (Fairfield and Marin Branches)
Le Melange Academy of Hair
Lytle's Redwood Empire Beauty College
Marin County Regional Occupational Program
Napa County Regional Occupational Program
Napa Valley College
Solano Community College
Solano County Regional Occupational Program
Vintage Academy of Hair Design

Hazardous Materials Related Occupations

Cal Inc.
Solano Community College
Vallejo Adult School

Hazardous Materials Removal Workers

Cal Inc.

Healthcare Related Occupations

Marin County Regional Occupational Program

Healthcare Services Managers and Administrators

Chapman University
Pacific Union College
Saint Mary's College of California

Heavy Equipment Operators

See Operating Engineers

Home Health Aides

American Red Cross
Fairfield-Suisun Adult School
Marin County Regional Occupational Program
Santa Rosa Junior College
Solano School of Nursing Assistants, Inc.
Vallejo Nursing School

Hosts and Hostesses

Napa County Regional Occupational Program

Hotel Desk Clerks

Empire College
Santa Rosa Junior College

Human Resources Managers

See Personnel/Human Resources Managers

Human Service Workers

Santa Rosa Junior College
Solano Community College

HVAC Mechanics and Technicians

Napa Valley Adult School
Sheet Metal Training School Local 104
Solano County Regional Occupational Program
Trane Specialty HVAC

Hypnotherapists

Alchemy Institute of Healing Arts
Diamond Light School of Massage & Healing Arts
Hypnotherapy Training Institute

Instructional Coordinators

Chapman University
Dominican University of California

Instructors/Coaches - Sports/Physical Training

Coaches Training Institute, The
Pacific Union College
Santa Rosa Junior College
Solano Community College
Sonoma State University

Insulation Installers

Carpenter's Training Committee for Northern California

Interior Designers

College of Marin
Santa Rosa Junior College

Interpreters - Sign Language

Santa Rosa Junior College

Interpreters and Translators

Dominican University of California
Pacific Union College

Ironworkers

Field Ironworker Apprenticeship
Petaluma Adult Education

Journalists

Pacific Union College
Santa Rosa Junior College
Solano Community College

Laboratory Technicians - Winery

Napa Valley College
University of California, Davis

Landscaping/Groundskeeping/Nursery Occupations

College of Marin
Contractors Testing Service of San Rafael
Napa County Regional Occupational Program
Petaluma Adult Education
Santa Rosa Junior College
Solano Community College
Sonoma County Regional Occupational Program

Law Enforcement Occupations

Chapman University
College of Marin
Napa Valley College
Santa Rosa Junior College
Solano Community College
Sonoma State University

Lawyers

University of California, Davis

Licensed Vocational Nurses (LVNs)

Napa Valley College
Santa Rosa Junior College
Sonoma State University

Machinists

College of Marin
Napa Valley College
Petaluma Adult Education
Santa Rosa Junior College

Maintenance Repairers - General Utility

CHDC/Anthony Soto Employment Training
Solano Community College

Manicurists

DeLoux Cosmetology (Fairfield and Marin Branches)
Le Melange Academy of Hair
Lytle's Redwood Empire Beauty College
Marin County Regional Occupational Program
Napa County Regional Occupational Program
Solano Community College
Vintage Academy of Hair Design

Marketing/Advertising/Public Relations Managers

College of Marin
Napa Valley College
Pacific Union College
Santa Rosa Junior College
Solano Community College
Sonoma State University

Massage Therapists

Alive & Well! Institute of Conscious Body Work
California Institute of Massage & Spa Services
Calistoga Massage Therapy School
Diamond Light School of Massage & Healing Arts
Jupiter Hollow School for Massage
Lifestream Massage School
School of Thai Traditional Medical Massage
Sebastopol Massage Center
Wellness Holistic School of Massage
Western Institute of Science & Health

Mechanical Engineers

California Maritime Academy
University of California, Davis

Mediators and Negotiators

Sonoma State University, Extended Education

Medical Assistants

Boston Reed Company
College of Marin
Empire College
Napa Valley Adult School
Petaluma Adult Education
Santa Rosa Junior College
Solano Community College
Solano County Regional Occupational Program
Vacaville Adult and Community Education

Medical Billing Clerks

See Billing Clerks - Medical

Medical Records Technicians

Computer Services & Instruction, Inc.
New Directions Learning Center (Fairfield and Vallejo Branches)
Solano County Regional Occupational Program

Medical Transcriptionists

College of Marin
Empire College
New Directions Learning Center (Fairfield and Vallejo Branches)
Santa Rosa Junior College
Solano Community College
Vallejo Adult School

Medical/Clinical Laboratory Technicians

Solano County Regional Occupational Program
Vallejo Adult School

Millwrights

Carpenter's Training Committee for Northern California

Ministers, Pastors, and Religious Related Occupations

Christian Life International Bible College
Dominican University of California
Golden Gate Baptist Theological Seminary
Pacific Union College
San Francisco Theological Seminary
Trinity Biblical University

Models

Jean Pierre International Models
Julie Nation Academy

Multimedia Related Occupations

CADD APPLICATIONS
College of Marin
J Bass & Associates
Marin County Regional Occupational Program

Musical Related Occupations

College of Marin
Dominican University of California
Golden Gate Baptist Theological Seminary
Pacific Union College
Solano Community College
Sonoma State University
University of California, Davis

Neon Sign Fabricators

National Neon Institute

Nurse Aides

American Red Cross
Fairfield-Suisun Adult School
Marin County Regional Occupational Program
Napa County Regional Occupational Program
Petaluma Adult Education
Santa Rosa Junior College
Solano Community College
Solano School of Nursing Assistants, Inc.
Vallejo Nursing School

Nurses

See Licensed Vocational Nurses (LVNs), Registered Nurses (RNs)

Nutritionists

See Dietitians and Nutritionists

Occupational Therapists

Dominican University of California

Occupational Therapy Assistants and Aides

Western Institute of Science & Health

Office Managers

College of Marin
Napa Valley College
Santa Rosa Junior College

Operating Engineers

Operating Engineers JAC

Opticians

Santa Rosa Junior College

Paralegals

Napa Valley College
Santa Rosa Junior College
Solano Community College
Solano County Regional Occupational Program
Sonoma State University, Extended Education

Pastoral Counselors

Trinity Biblical University
Christian Life International Bible College

Personal and Home Care Aides

County of Sonoma Health Services Caregiver Training
Marin County Regional Occupational Program

Personal Trainers

See Instructors/Coaches - Sports/Physical Training

Personnel/Human Resources Managers

Chapman University
Dominican University of California
Pacific Union College
Sonoma State University
Sonoma State University, Extended Education

Personnel/Human Resources Specialists

Santa Rosa Junior College

Pharmacy Technicians

Solano County Regional Occupational Program

Phlebotomists

Boston Reed Company

Photographers

Napa Valley College
Pacific Union College
Solano Community College
Sonoma State University

Photographic Laboratory Technicians

Napa Valley College

Physical Therapy Aides

Solano County Regional Occupational Program
Sonoma County Regional Occupational Program

Physical Therapy Assistants

Western Institute of Science & Health

Pile-Driver Operators

Carpenter's Training Committee for Northern California

Probation Officers

Napa Valley College
Santa Rosa Junior College

Police Officers

See Law Enforcement Occupations

Psychiatric Technicians

Napa Valley College
Santa Rosa Junior College

Psychologists

Chapman University
Institute of Imaginal Studies
Sonoma State University
Sonoma State University, Extended Education
University of California, Davis

Radio/Broadcasting Occupations

Marin County Regional Occupational Program
Travis AFB Flight Training Center

Radiologic Technologists

Santa Rosa Junior College

Real Estate Agents

Anthony Schools
College of Marin
Santa Rosa Junior College
Solano Community College
Sonoma-Marín School of Real Estate

Real Estate Appraisers

Anthony Schools

Real Estate Brokers

Anthony Schools
College of Marin
Santa Rosa Junior College
Solano Community College
Sonoma-Marín School of Real Estate

Receptionists

Career Transitions
Empire College
Fairfield-Suisun Adult School
Information Management Instruction Training (IMIT)
Julie Nation Academy
Lewis Adult Education Center
Napa Valley Adult School
Napa Valley College
New Directions Learning Center (Fairfield and Vallejo Branches)
OSC Computer Training
Petaluma Adult Education
Santa Rosa Junior College
Solano Community College
Vacaville Adult and Community Education
Vallejo Adult School

Recreation Workers

College of Marin
Pacific Union College
Santa Rosa Junior College
Solano Community College
University of California, Davis

Registered Nurses (RNs)

College of Marin
Dominican University of California
Napa Valley College
Pacific Union College
Santa Rosa Junior College
Solano Community College
Sonoma State University
Sonoma State University, Extended Education

Respiratory Care Practitioners

Napa Valley College

Roofers

Carpenter's Training Committee for Northern California
Petaluma Adult Education

Sales Managers - Retail

Santa Rosa Junior College

Sales Representatives

Napa Valley College
Santa Rosa Junior College

Salespersons - Retail

Career Transitions
J Bass & Associates
Julie Nation Academy
Napa County Regional Occupational Program
Santa Rosa Junior College
Solano Community College
Solano County Regional Occupational Program
Sonoma County Regional Occupational Program

Secretarial/Administrative Support Occupations

Alkar Computer Training and Consulting
Bay Area Computer Training
Career Transitions
College of Marin
Computer Services & Instruction, Inc.
Empire College
Fairfield-Suisun Adult School
Information Management Instruction Training (IMIT)
J Bass & Associates
Lewis Adult Education Center
Marin County Regional Occupational Program
Napa County Regional Occupational Program
Napa Valley Adult School
Napa Valley College
New Directions Learning Center (Fairfield and Vallejo Branches)
OSC Computer Training
Petaluma Adult Education
Redwood Computers
Santa Rosa Junior College
Solano Community College
Solano County Regional Occupational Program
Sonoma County Regional Occupational Program
Vacaville Adult and Community Education
Vallejo Adult School

Secretaries - Legal

College of Marin
Empire College
Napa Valley College
Pacific Union College
Santa Rosa Junior College
Solano Community College
Sonoma State University, Extended Education

Secretaries - Medical

Career Transitions
College of Marin
Computer Services & Instruction, Inc.
Empire College
Fairfield-Suisun Adult School
Lewis Adult Education Center
Pacific Union College
Solano Community College
Vallejo Adult School

Sheet Metal Workers

Sheet Metal Training School Local 104

Sheriffs and Deputy Sheriffs

See Law Enforcement Occupations

Small Engine Specialists

Solano County Regional Occupational Program

Social Workers

Chapman University

Dominican University of California

Pacific Union College

Sonoma State University

Sonoma State University, Extended Education

Spa Services

California Institute of Massage & Spa Services

Stenographers

College of Marin

Surgical Technicians

Vallejo Adult School

Surveying and Mapping Technicians

Santa Rosa Junior College

Tailors and Sewers - Custom

Santa Rosa Junior College

Tax Preparers

H & R Block Tax Training School

Jackson Hewitt Tax School

Teachers - Elementary School

Chapman University

Dominican University of California

Pacific Union College

Sonoma State University

University of California, Davis

Teachers - Kindergarten

Chapman University

University of California, Davis

Teachers - Preschool

College of Marin
Marin County Regional Occupational Program
Napa County Regional Occupational Program
Napa Valley College
Pacific Union College
Santa Rosa Junior College
Solano Community College
Solano County Regional Occupational Program
Sonoma State University

Teachers - Secondary School

Chapman University
Dominican University of California
Pacific Union College
Sonoma State University
University of California, Davis

Teachers - Special Education

Chapman University
Dominican University of California
Sonoma State University
University of California, Davis

Technical Writers

Bay Area Computer Training
Pacific Union College

Telecommunications Technicians

Napa Valley College
Redwood Empire Electrical JATC
Solano Community College

Tellers

Napa County Regional Occupational Program
Santa Rosa Junior College
Solano Community College

Travel Agents

Empire College

Theater Arts Related Occupations

College of Marin
Julie Nation Academy
Solano Community College
Sonoma State University

Truck Drivers - Heavy/Tractor-Trailer

Falcon Truck School

TV/Video Production Occupations

College of Marin

Marin County Regional Occupational Program

Napa Valley College

Sonoma County Regional Occupational Program

Veterinarians

University of California, Davis

Veterinary Assistants

Napa County Regional Occupational Program

Veterinary/Animal Health Technicians

Napa County Regional Occupational Program

Santa Rosa Junior College

Vocational and Educational Counselors

Chapman University

Dominican University of California

Sonoma State University

Southern Illinois University at Carbondale

University of California, Davis

Waiters and Waitresses

Bartender's School of Santa Rosa

Water Treatment Plant Operators

Solano Community College

Webmasters

Bay Area Computer Training

CADD APPLICATIONS

Career Transitions

College of Marin

Information Management Instruction Training (IMIT)

J Bass & Associates

Redwood Computers

Santa Rosa Junior College

Welders and Cutters

- College of Marin
- Marin County Regional Occupational Program
- Napa Valley College
- Petaluma Adult Education
- Santa Rosa Junior College
- Solano Community College
- Solano County Regional Occupational Program
- Sonoma County Regional Occupational Program

Winemakers

- See Enologists

Writers and Editors

- College of Marin
- Dominican University of California
- Pacific Union College
- Sonoma State University
- University of California, Davis